

Figure 1: How Total Travel Cost Management (TTCM) Works

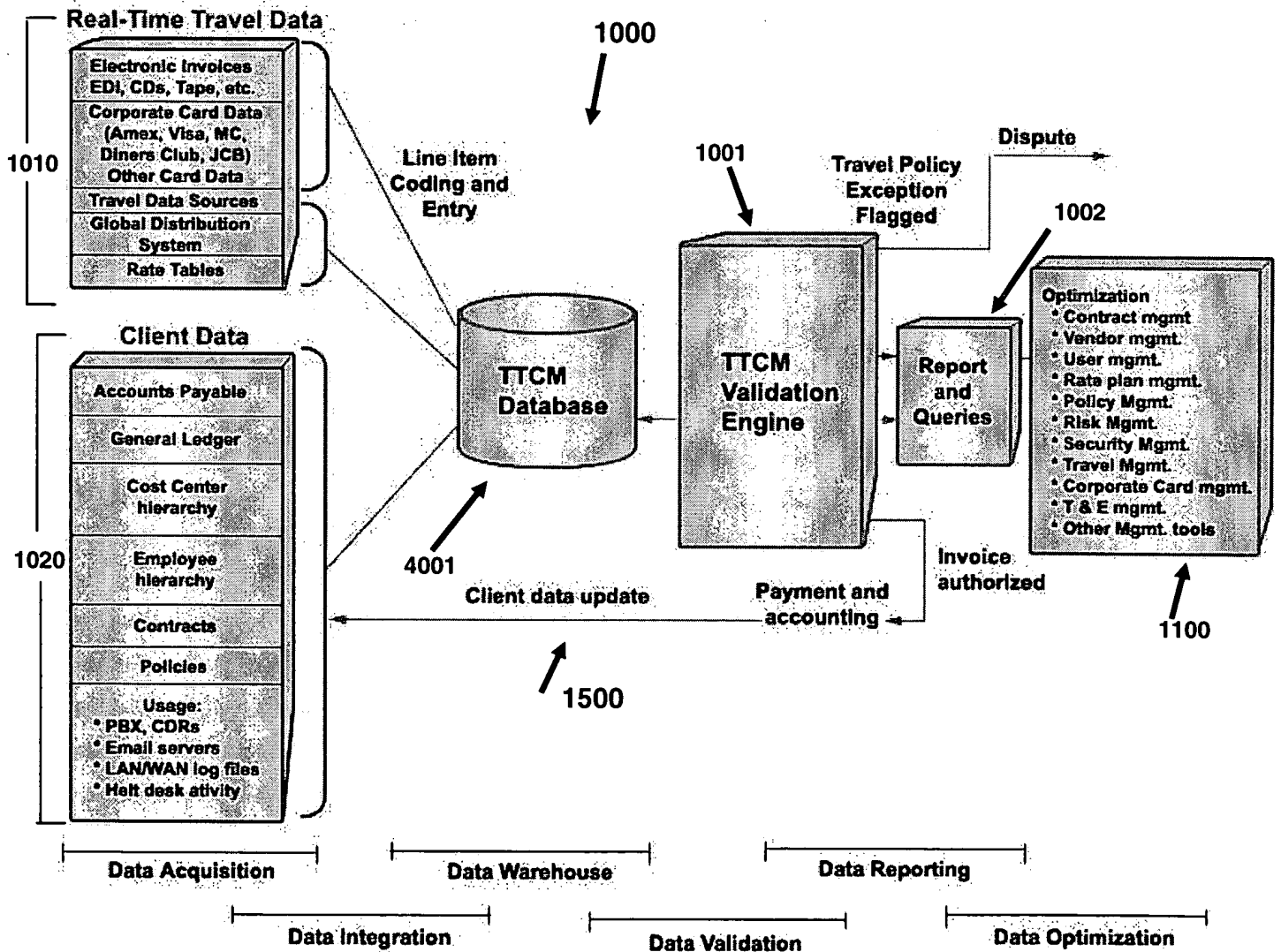


Figure2: Total Travel Cost Management (TTCM) Service Lifecycle

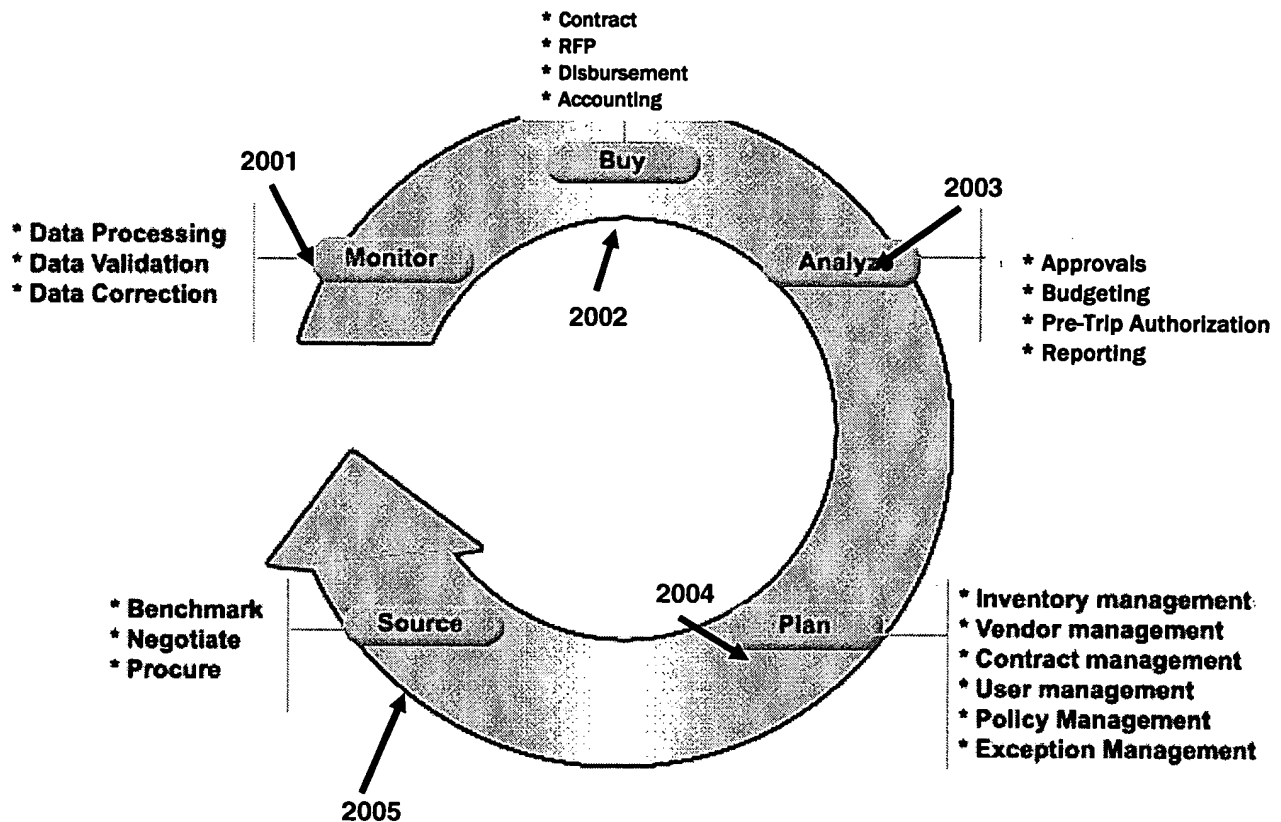


Figure 3

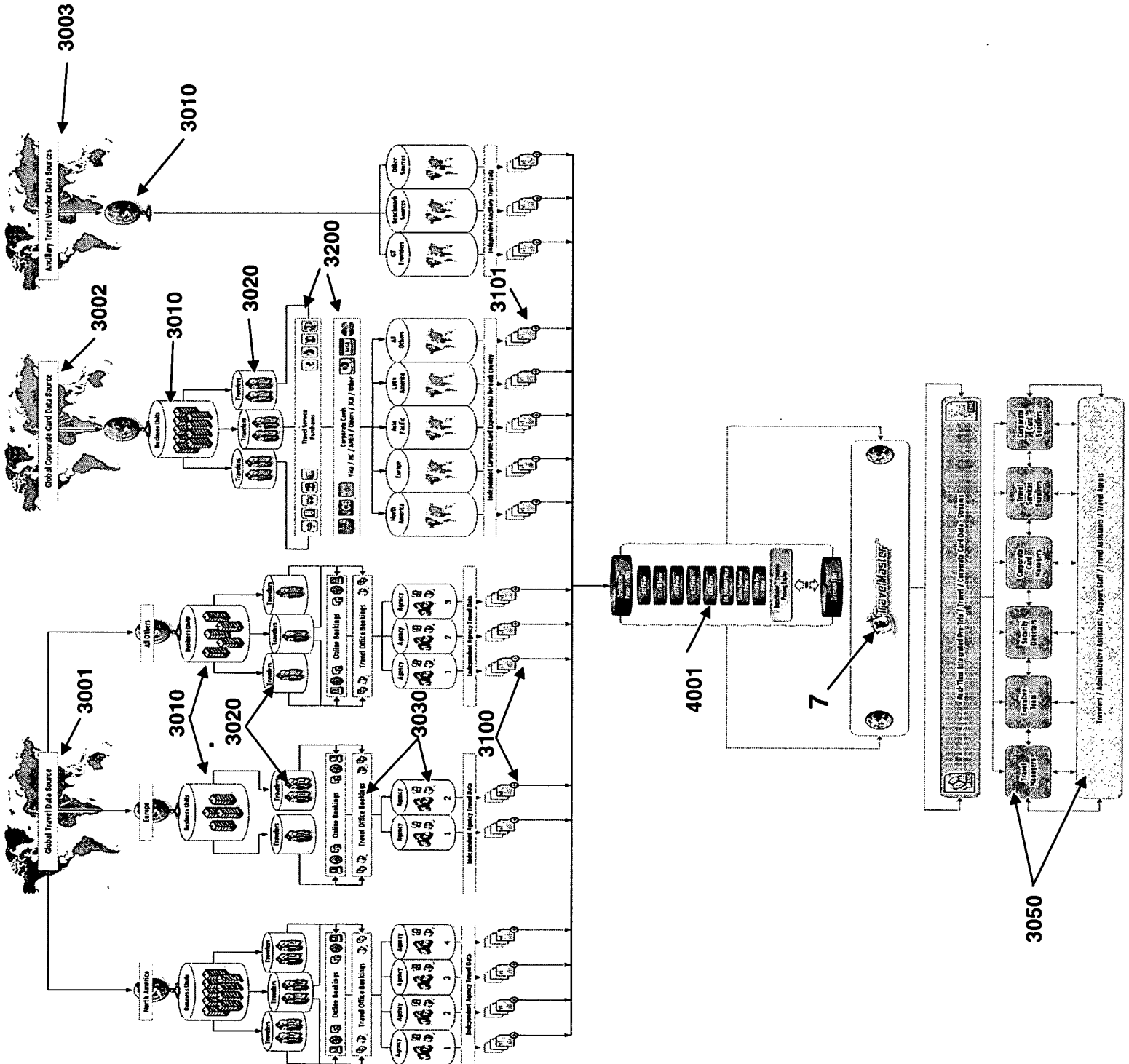


Figure 4

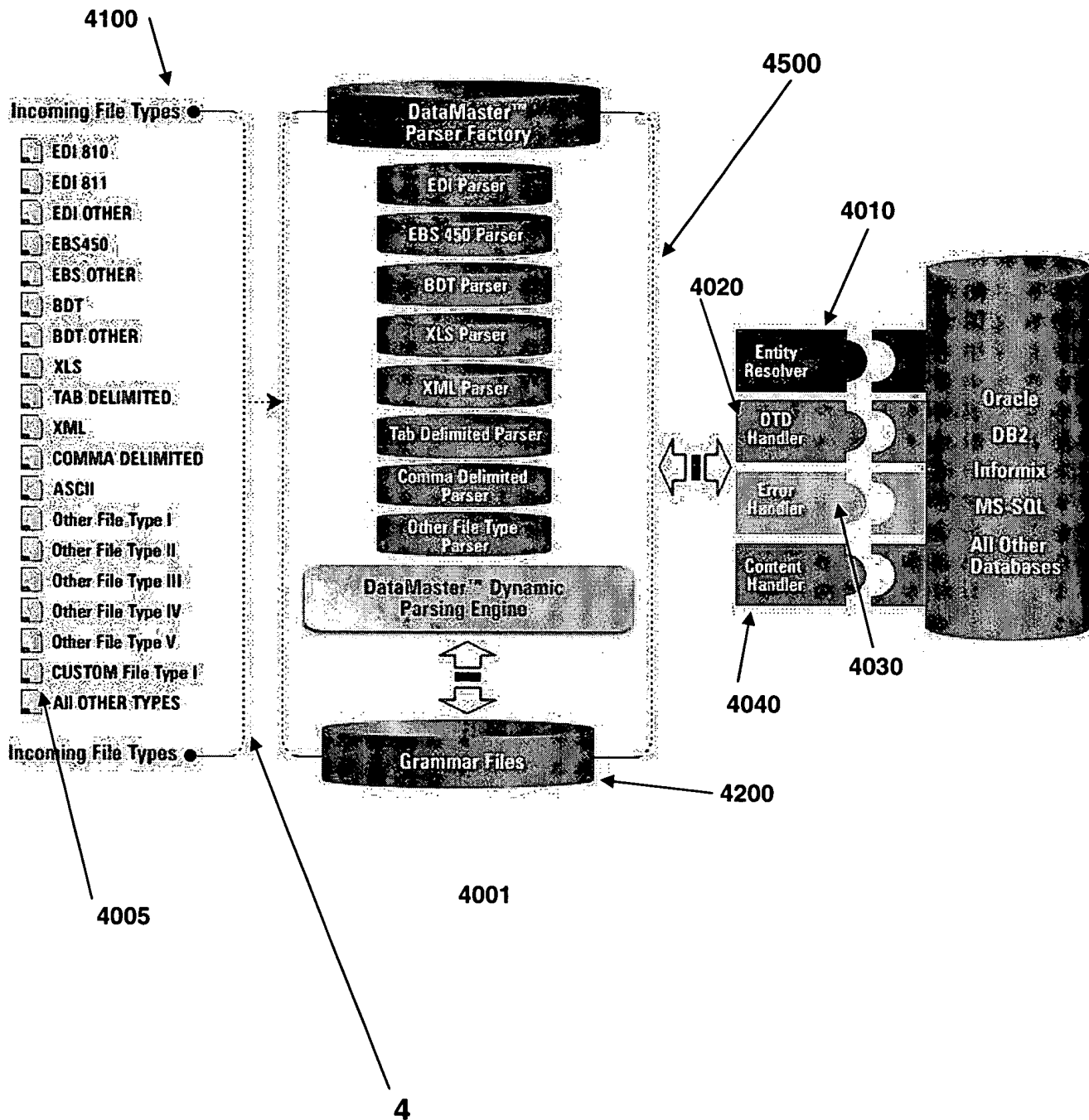


Figure 5

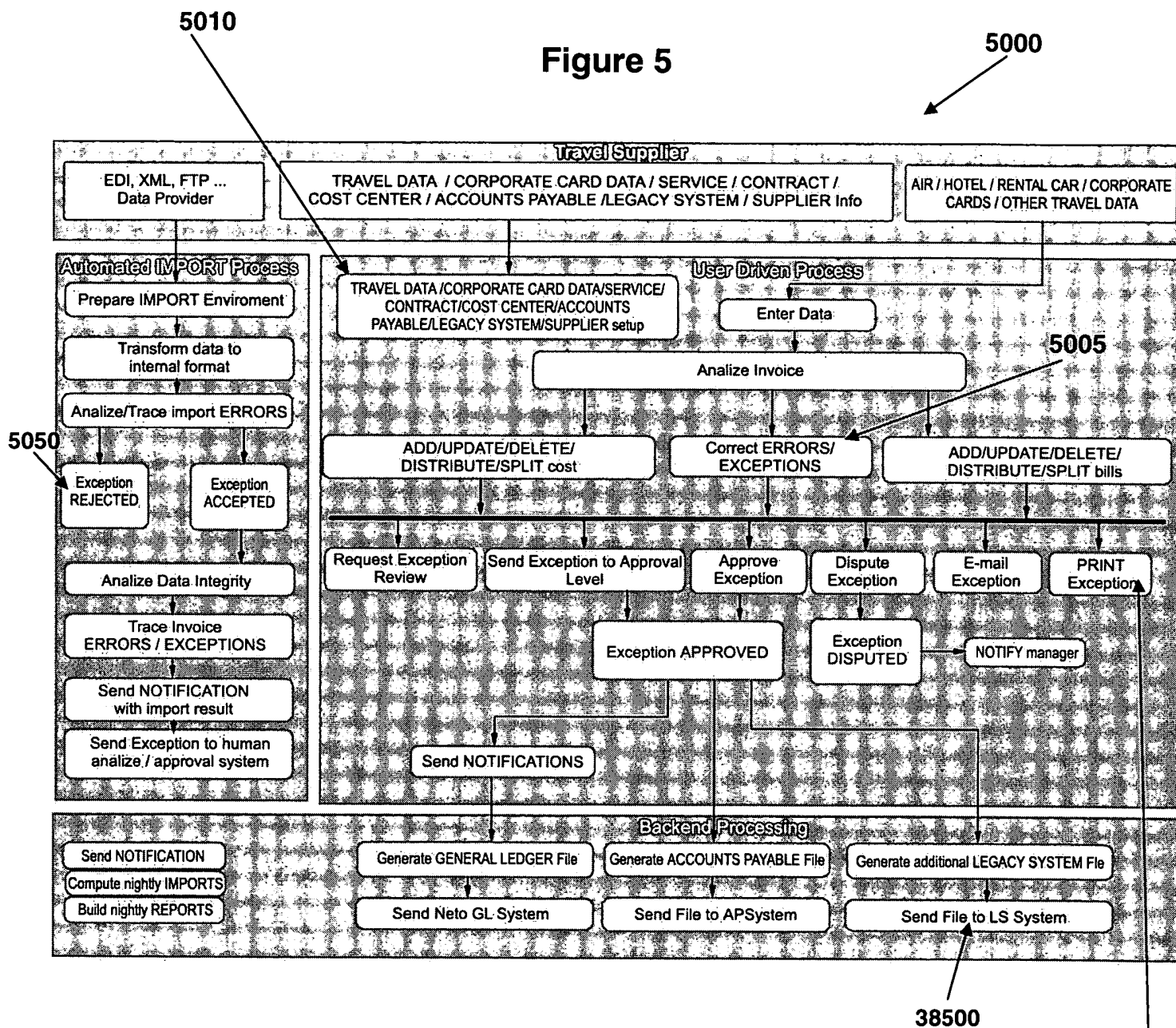


Figure 6

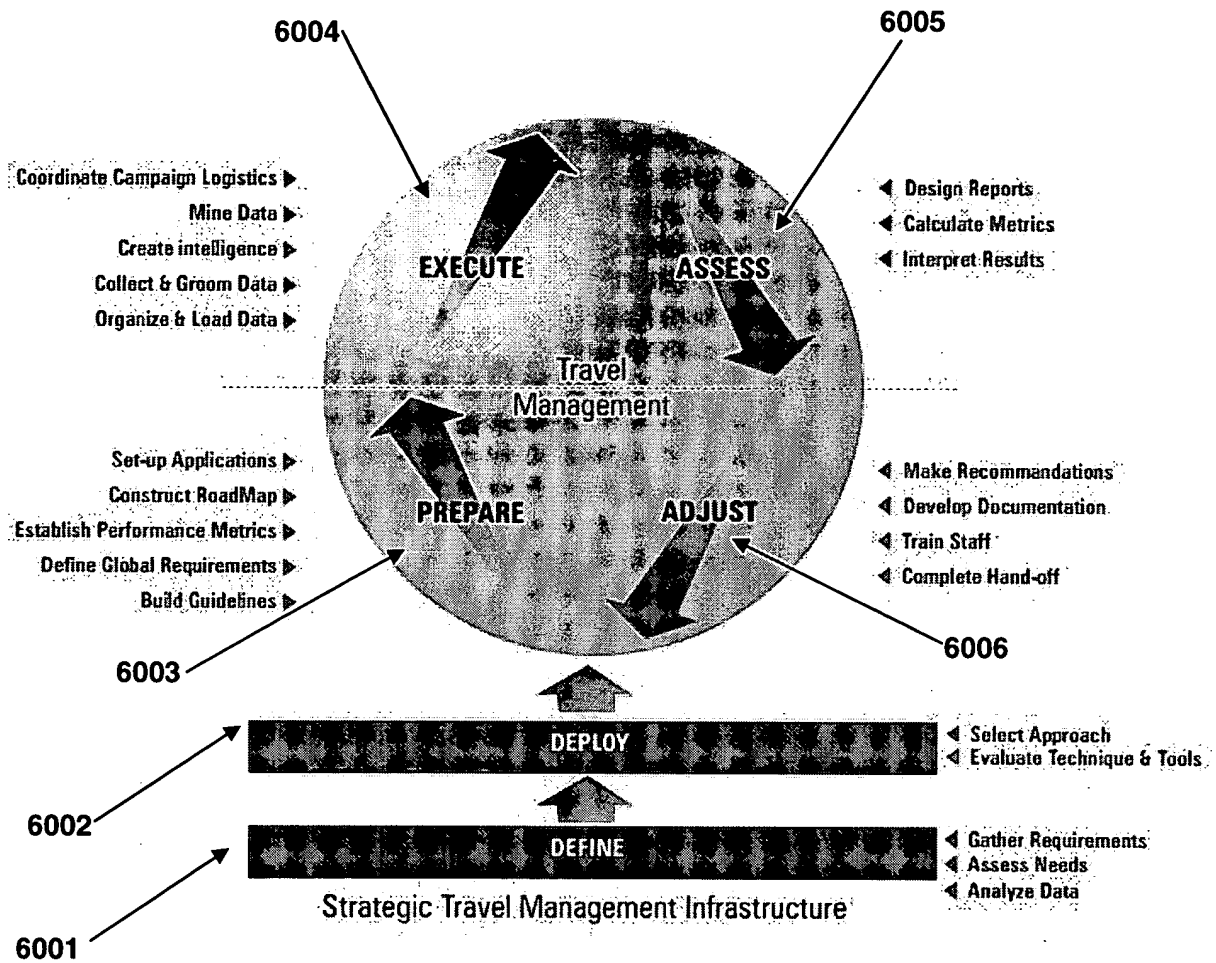


Figure 7

Open Application Architecture

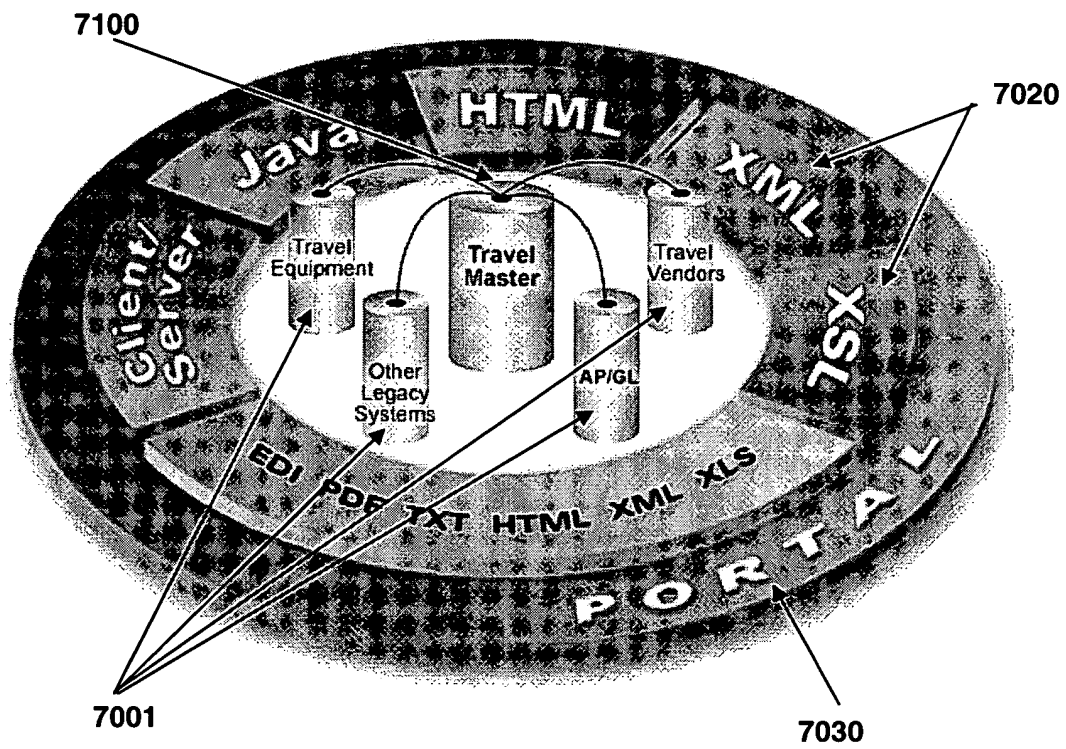


FIGURE 8

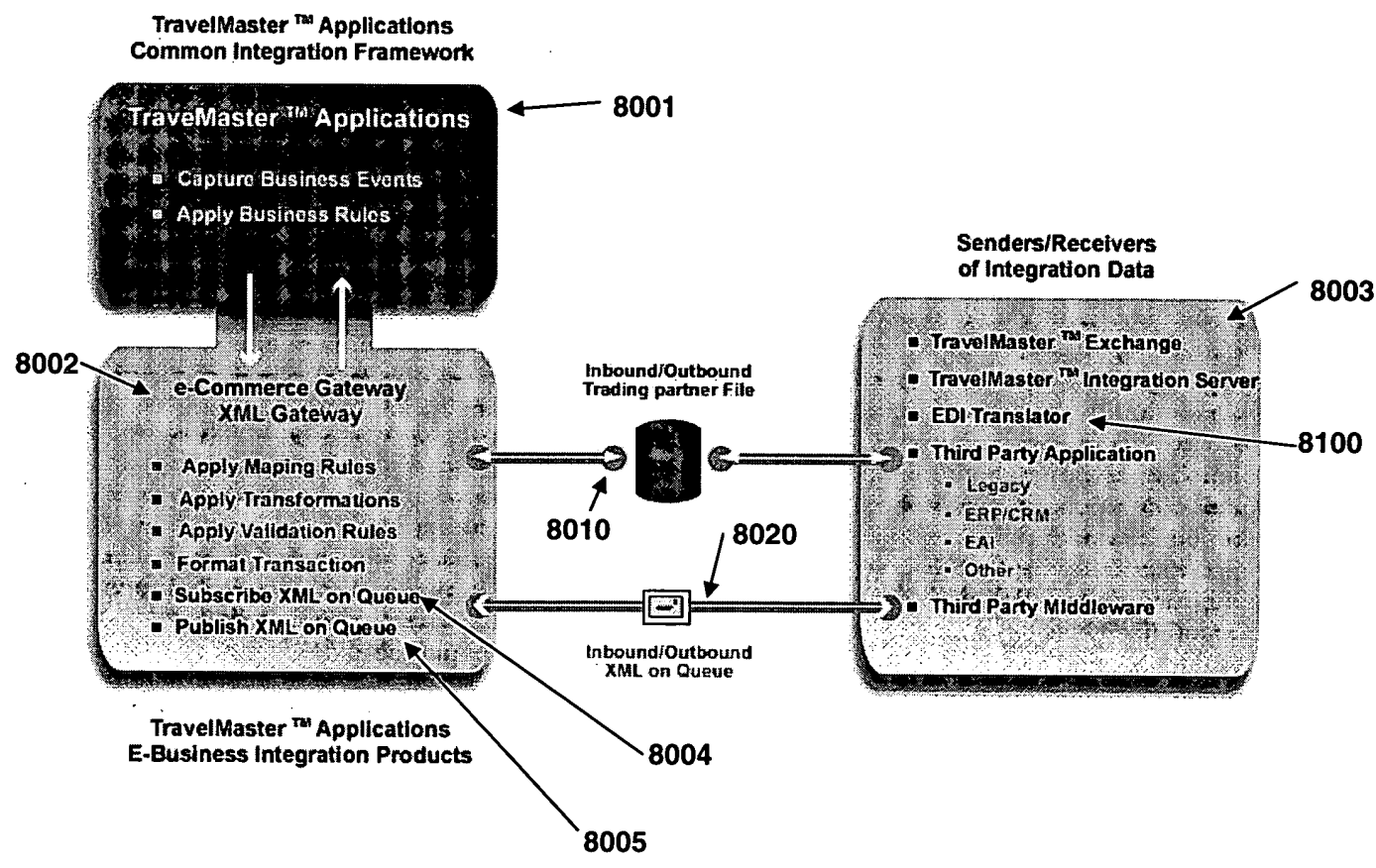


FIGURE 9

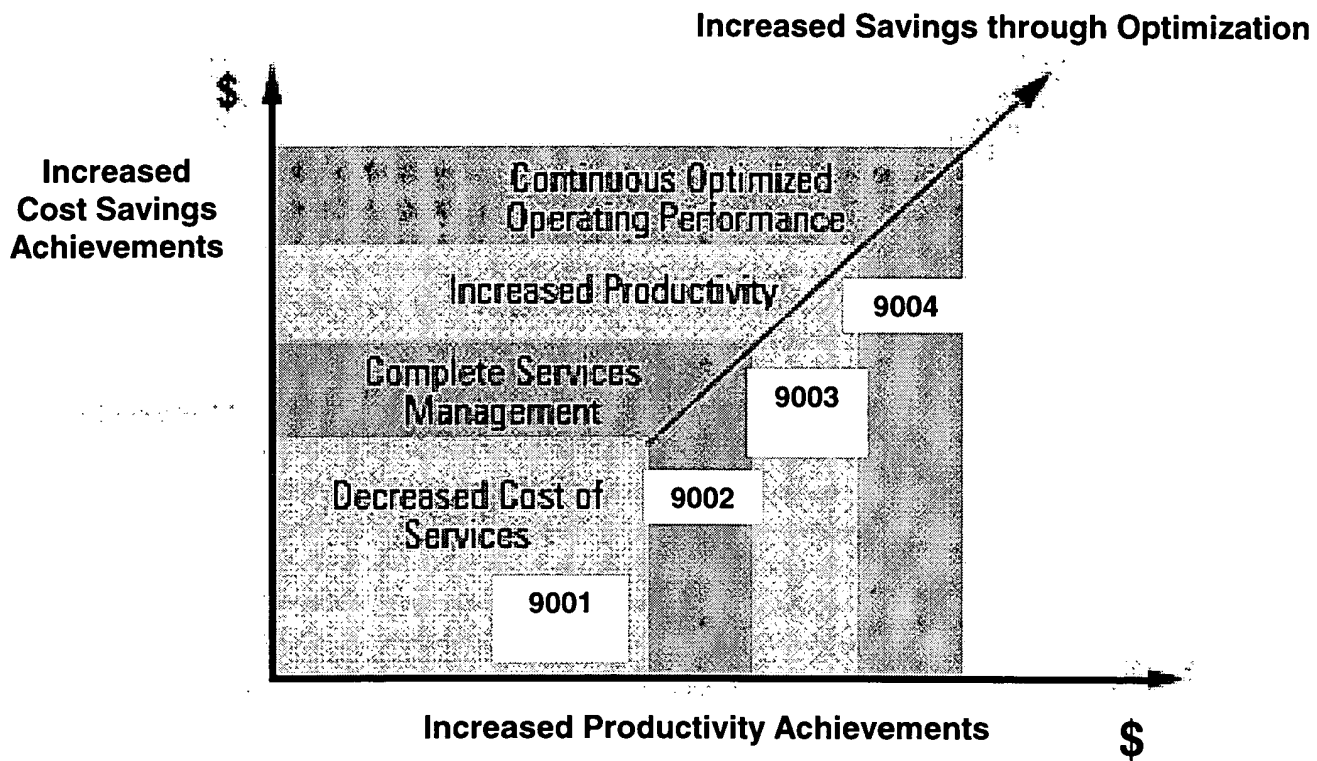


FIGURE 10



FIGURE 11

TravelMaster - Microsoft Internet Explorer

Victoria Wolford (Travel Manager)

MANAGEMENT CORPORATION

MEETINGS AND ACTION ITEMS TRAVEL MANAGEMENT PRE TRIP APPROVALS EXPENSE REPORTS POLICY EXCEPTIONS REPORTS

11004

Meetings & Action Items - All Services

Today

4:30 PM - 4:45 PM United Airlines - Meeting related to February contracts
4:30 PM - 4:45 PM AMEX - Review of agreement

In Box (New Items) - All Services

Name	New	Modified	Deleted
Meetings	2	1	1
Action Items	4	1	1

Approvals Pending

Policy Exceptions	32
Travel Requests	123
High Risk Travel	12
Corporate Card Applications	7
Expense Reports	30
Fare/Rate Errors	10

Travel Expense Summary

Category	Total Spend Current Month	Total Spend YTD	Savings	Lost Savings	Averages
Total Travel Spend	\$1,102,426.00	\$1,002,450.00	\$1,023,538.00	\$1,403,023.50	N/A
Airline	\$1,441,027.00	\$2,325,237.00	\$400,340.36	\$750,340.36	Ticket Price: \$750.00 Cost / Mile: \$0.33
Exchanges/Refunds	\$5,110.00	\$10,140.00			
Hotels	\$110,512.00	\$220,143.00	\$41,569.00	\$51,420.00	Cost / Night: \$102
Rental Car	\$26,442.00	\$49,547.00	\$5,480.00	\$5,900.00	Cost / Day: \$46

Pending Travel / Travel in Progress (Real-time Booked vs Actual)

Trips Booked And/Or In Progress - (As of April 23, 2003)

View Summary

Record Locator	Passenger	Departure Date	Routing	View Full Itinerary	Return Date	Airline	Hotel	Rental Car	Ticket/Airline Changes	Hotel Utilized	Rental Car Utilized
AOLUDQ	BILLARD, THOMAS E	22-Jan-03	BOS/LAX/BOS	BOS/LAX/BOS	24-Jan-03	UNITED (Preferred)	MARRIOTT LAX - (310) 337-5389 (Preferred)	HERTZ (Preferred)	NONE	HOLIDAY INN SAN FRANCISCO (Preferred)	AVIS (Preferred)

11002

11001

11003

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My Computer

11000

FIGURE 12

TravelMaster - Microsoft Internet Explorer

Victoria Wofford (Travel Manager)

TravelMaster

Logout Meetings and Action Items Travel Management Pre Trip Approvals Expense Reports Policy Exceptions Reports Shortcuts

Pending Travel / Travel in Progress (Real-time Booked vs Actual)

Trips Booked And/Or In Progress - (As of April 23, 2003)

View Summary Enroute Changes/Additions From Card Data

Record Locator	Passenger	Departure Date	Routing	View Full Itinerary	Return Date	Airline	Hotel	Rental Car	Ticket/Airline Changes	Hotel Utilized	Rental Car Utilized
AOLUDG	DILLARD, THOMAS E	22-Jan-03	BOS/LAX/BOS	BOS/LAX/BOS	24-Jan-03	UNITED [Preferred]	MARRIOTT LAX - (310) 337-4359 [Preferred]	HERTZ [Preferred]	NONE	HOLIDAY INN SAN FRANCISCO [Preferred]	AVIS [Preferred]
FOJLNG	MILLER, MIKE S	24-Jan-03	BOS/SFO/BOS	BOS/LAX/BOS	25-Jan-03	UNITED [Preferred]	HOLIDAY INN SAN FRANCISCO (650) 670-4524 [Preferred]	HERTZ [Preferred]	NONE	MARRIOTT LAX AIRPORT [Preferred]	NO CHANGE
OTLHAR	DREW, KAREN	25-Jan-03	BWITPA/BWI	BWITPA/BWI	29-Jan-03	American	AMERISUITES TAMPA AIRPORT - (813) 282-1148 [Preferred]	HERTZ [Preferred]	NONE	NO CHANGE	AVIS [Preferred]
FNHOLP	KOLE, DAVID A	10-Feb-03	CVG/DCA/CMG	CVG/DCA/CMG	14-Feb-03	Northwest	HOTEL HELIX (202) 332-3519 [Preferred]	HERTZ [Preferred]	NONE	RAISONN HOTEL BOSTON [Preferred]	NO CHANGE
EDPLPX	SMITH, DEANNA S	15-Jan-03	DCA/HSY/DCA	DCA/HSY/DCA	15-Jan-03	UNITED [Preferred]	HOLIDAY INN HUNTSVILLE (256) 424-5732 [Preferred]	HERTZ [Preferred]	NONE	NO CHANGE	THRIFTY [Preferred]
DZJLW	HARRETT, HAROLD W	13-Jan-03	DFW/DCA/DFW	DFW/DCA/DFW	14-Jan-03	UNITED [Preferred]	CROWNE PLAZA WASHINGTON (202) 632-9125 [Preferred]	HERTZ [Preferred]	AMERICAN AIRLINES [Also Preferred]	MILTON FRANKFURT [Preferred]	HERTZ [Preferred]

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Done My Computer

Travel Mgmt
Airlines
Hotels
Rental Car
Ground Transportation
Rail
Meals
Entertainment
Meetings & Events
Telecom
Other Expenses
Travel Agency Fees/Costs
Imports
Policy Mgmt
Expense Reports
RFP Mgmt
Budgeting
Visas & Passports
CM Tools

12001

FIGURE 13

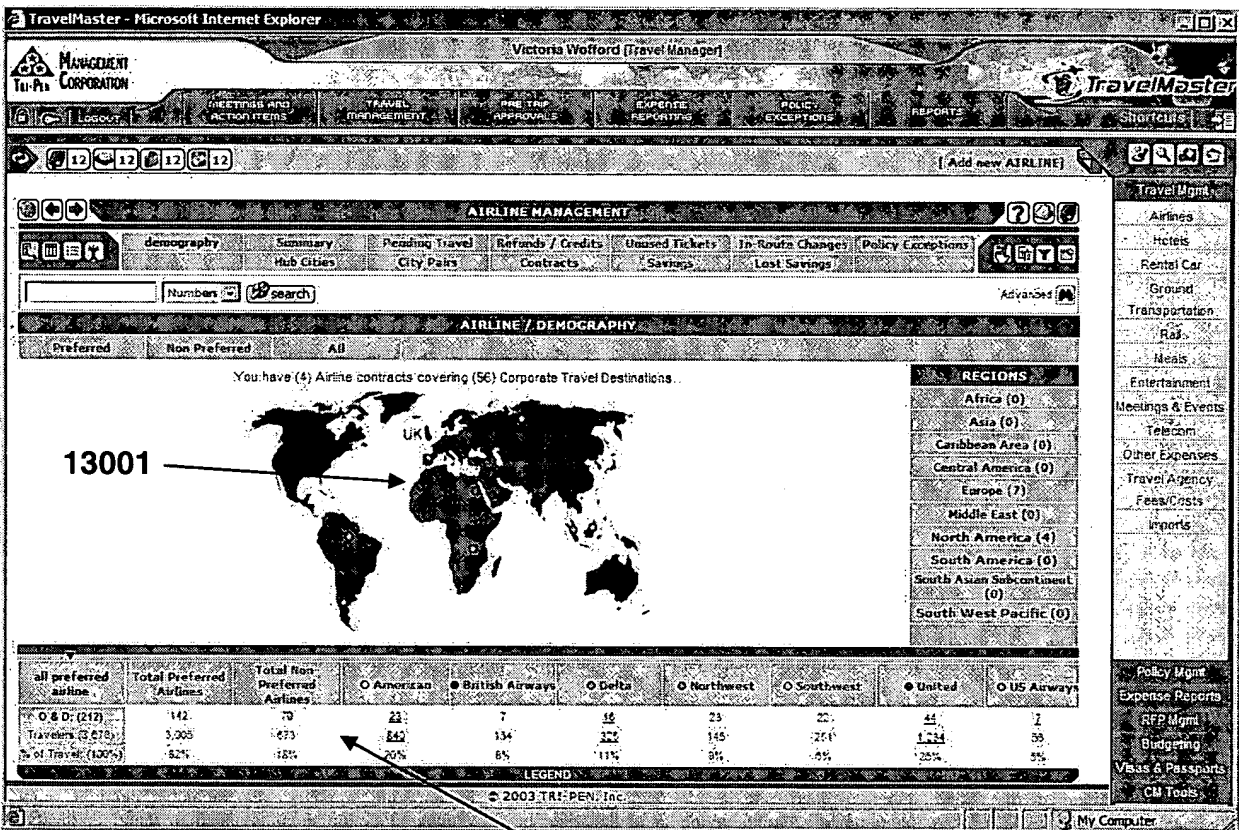


FIGURE 14

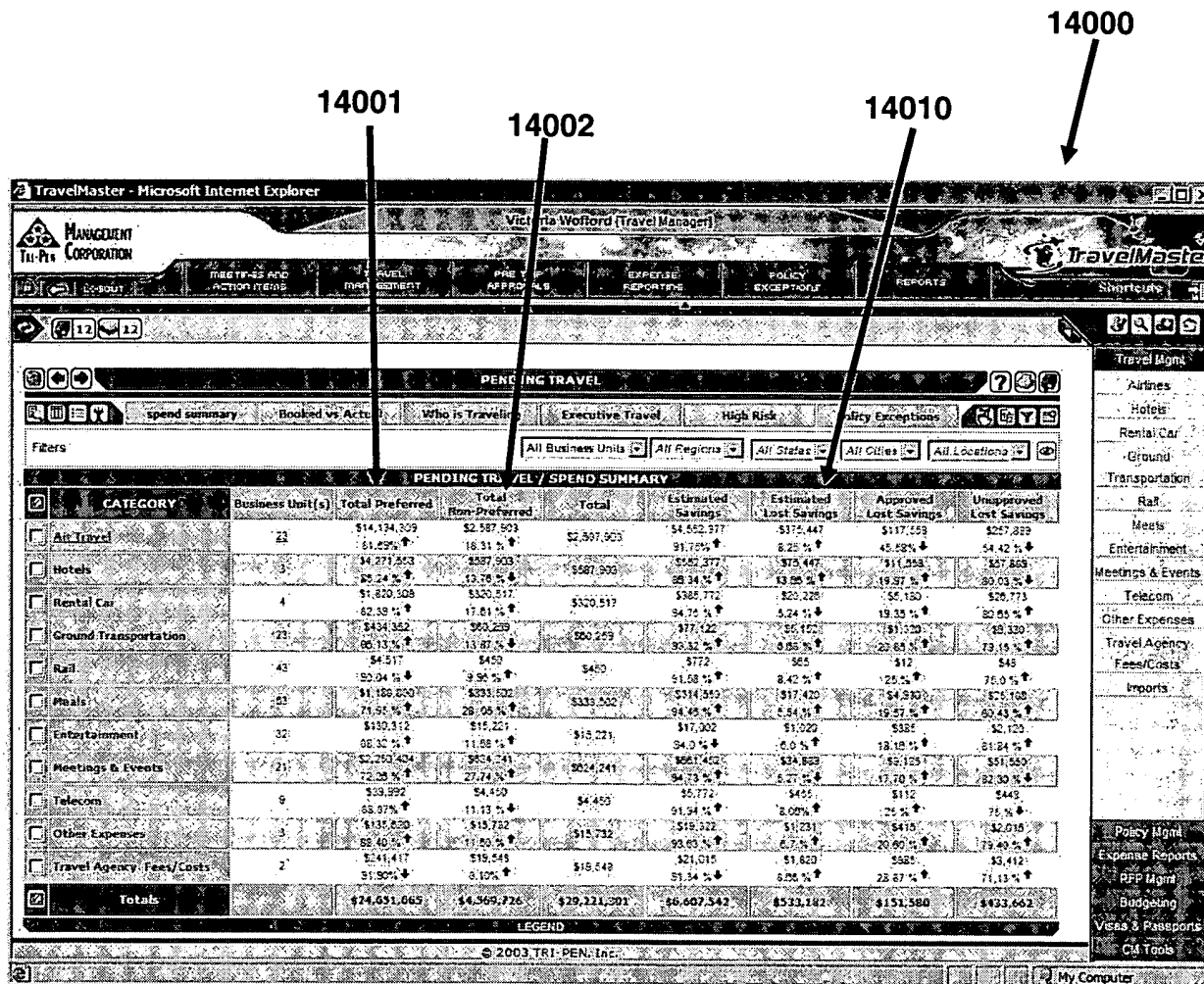


FIGURE 15

15000

TravelMaster - Microsoft Internet Explorer

Victoria Wofford (Travel Manager)

TravelMaster

Logout

MEETING AND ACTIVITY ITEMS

TRAVEL EXPENSE

PRE TRIP APPROVALS

EXPENSE REPORTS

POLICY EXCEPTIONS

REPORTS

Shortcuts

12 12

POLICY EXCEPTIONS

all New Pending Approval Approved Non-Approved Denied

Filters

All Business Units All Airlines All Fares

POLICY EXCEPTIONS

Traveler	Destination	Air Itinerary	Travel Date	Return Date	Trip Duration	Airline	Fare Paid	Lowest Logical Fare	Lost Savings	Reason Code
Wofford, Victoria	New York, NY	DENIAD-DEN	Friday Aug 22, 2003	Wednesday Aug 27, 2003	5 (Days)	American	\$540.00	\$457.00	\$83.00	CX
Adams, Ashton R.	Las Vegas, NV	ADLASIAD	Monday Sep 08, 2003	Thursday Sep 11, 2003	4 (Days)	Delta	\$670.00	\$670.00	\$0.00	CX
White, Mary K.	Orlando, FL	ORDMCOORD	Friday Sep 12, 2003	Friday Sep 12, 2003	1 (Day)	United	\$475.00	\$340.00	\$135.00	CX
Totals									\$413.00	

15001

15005

PopUP - Microsoft Internet Explorer

Airline Travel Policy Exception

REASON CODE (APE-021)

Description: Connection flight would make traveler late for client meeting...

Approval REQUIRED for this reason code: Any traveler giving this reason code for out-of-policy travel... must obtain final approval from at least (1) authorized manager.

My Computer

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FIGURE 16

TravelMaster - Microsoft Internet Explorer

Victoria Wolford [Travel Manager]

TravelMaster

LOGOUT | MY TRIP | TRIP APPROVALS | EXPENSE REPORTING | POLICY EXCEPTIONS | REPORTS

[Travel Expense Summary] [YTD Averages] [Settings]

EXPENSE REPORT MANAGEMENT

summary | Pending | Overdue | Declined | Paid | Cost of Noncompliance

Filters: All Business Units | All Regions | All States | All Cities | All Cars

Report Categories	Total Trips	Total Divisions Reporting	Employees Reporting	Total Reports	Total Expenses	Total Company Expenses
<input checked="" type="checkbox"/> Transportation	2,345	79	761	2,156	\$14,343,770	\$2,414,147
<input type="checkbox"/> Airfare	715	12	122	628	\$1,582,327	\$942,589
<input type="checkbox"/> Other	280	5	25	221	\$300,053	\$128,120
<input type="checkbox"/> Personal Auto	415	17	137	412	\$2,435,950	\$425,963
<input type="checkbox"/> Rental Car	338	14	181	360	\$2,988,128	\$458,210
<input type="checkbox"/> Taxi/Limo/Car Service	329	9	163	351	\$940,220	\$113,229
<input type="checkbox"/> Train / Rail	108	22	132	170	\$1,353,324	\$348,026
<input checked="" type="checkbox"/> Lodging	1,032	229	893	2,440	\$4,885,654	\$740,129
<input type="checkbox"/> Hotel	1,032	229	893	2,440	\$4,885,654	\$740,129
<input checked="" type="checkbox"/> Meals	10,120	522	882	2,093	\$3,318,993	\$510,547
<input type="checkbox"/> Meals (Alone)	566	104	452	1055	\$1,317,761	\$210,200
<input type="checkbox"/> Breakfast (Alone)	62	98	70	190	\$210,328	\$32,650
<input type="checkbox"/> Dinner (Alone)	231	125	185	358	\$583,270	\$96,623
<input type="checkbox"/> Lunch (Alone)	298	134	165	298	\$487,231	\$72,110
<input type="checkbox"/> Snacks / Under (Alone)	47	98	79	202	\$150,584	\$9,617

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16001

FIGURE 17

TravelMaster - Microsoft Internet Explorer

Victoria Wolford (Travel Manager)

TravelMaster

EXPENSE REPORT MANAGEMENT

Summary | Regional | Status | Cost of Non-Compliance

Filters: All Business Units | All Regions | All States | All Cities | All Cards

EXPENSE REPORT DETAILS / CALENDAR / OCT 2003

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
			1	2	3 \$124.50 (cc) \$12.34 (cc)	4	
5	6	7	8	9	10	11	
12	13	14	15	16	17	18	
19	20	21	22 \$1,250.00 (cc) \$225.00 (cc) \$19.68 \$350.00 (cc)	23 \$1,250.00 (cc) \$225.00 (cc) \$19.68 \$600.00 (cc) \$1,700.00 (cc)	24 \$1,324.00 (cc) \$12.34 (cc) \$19.68 (cc)	25 \$1,250.00 (cc) \$225.00 (cc) \$19.68 \$250.00 (cc) \$350.00 (cc)	
26 \$1,250.00 (cc) \$225.00 (cc) \$19.68 \$250.00 (cc) \$707.00 (cc) \$25.00 (cc)	27	28 \$224.95 (cc) \$12.34 \$19.68 \$10.00 (cc) \$22.34 (cc) \$30.70 (cc)	Today	30	31		

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Done | My Computer

17001

17005

FIGURE 18

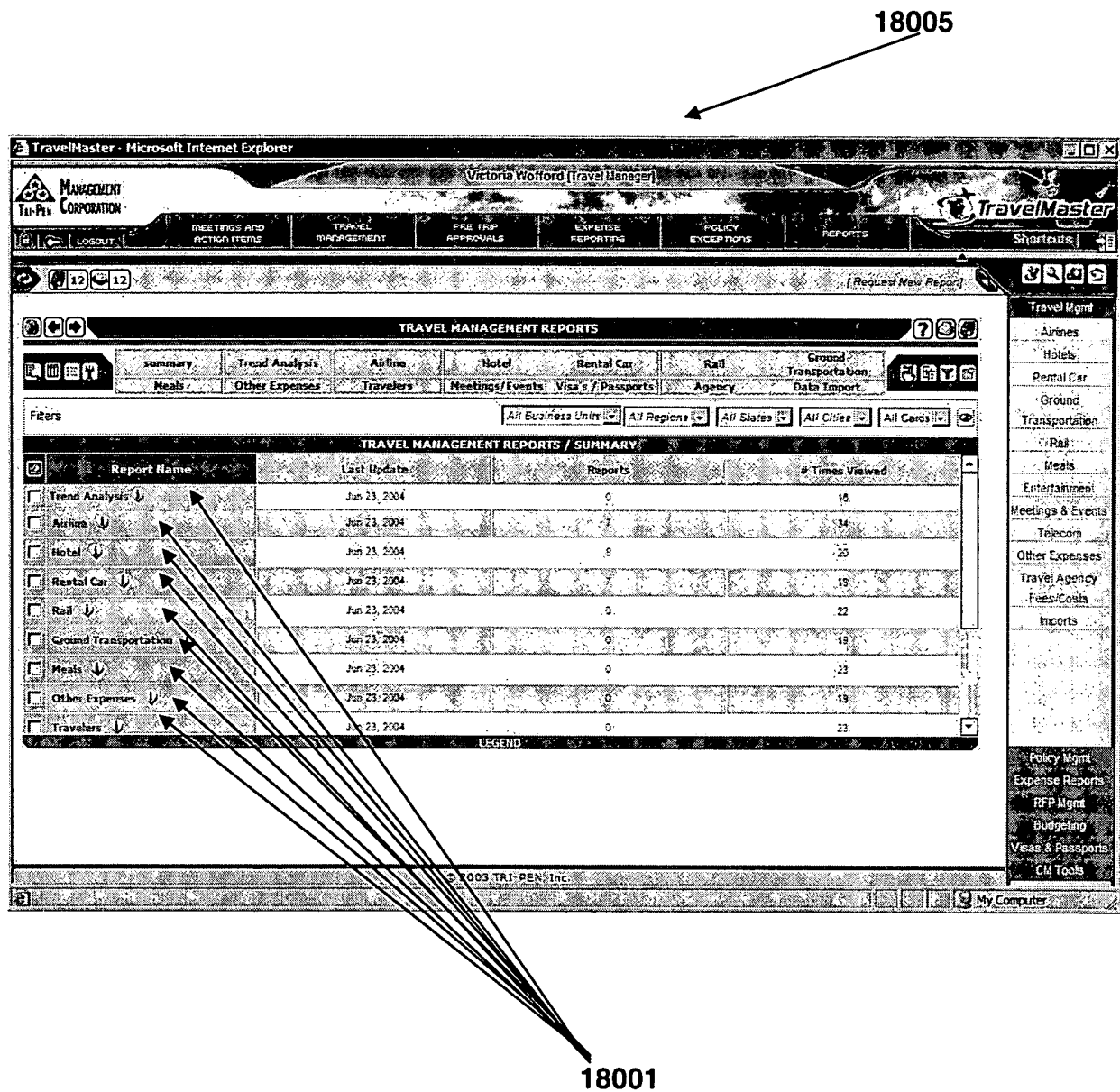


FIGURE 19

19000

TravelMaster - Microsoft Internet Explorer

Anthony Smith (Manager)

CORPORATE CARD MANAGER

MEETINGS AND ACTIVITIES | CARD MANAGEMENT | CARD HAS CARDS | PENDING CARD ORDER | PENDING TRAVEL TRAVEL IN PROGRESS | REPORTS

Logout

TravelMaster

Shortcuts

CORPORATE CARD MANAGEMENT

summary | Pending Travel | Policy Exceptions | Pending Cards | Contracts | Suspended | Delinquent | Deleted

Filters: All Business Units | All Regions | All States | All Cities | All Cards

CORPORATE CARD / SUMMARY / BY TYPE		Individual Corp Cards	Meeting Cards	Declining Balance Cards	Guaranteed Cards
	American Express	8,578	52	1,459	459
	Diners Club (Cit Bank)	3	1	30	1
	JCB (Central Bank of London)	3	1	5	2
	Master Card (MBNA America)	7	0	12	0
	Visa (First USA)	9	0	0	0
Totals		8,698	52	1,506	459

LEGEND

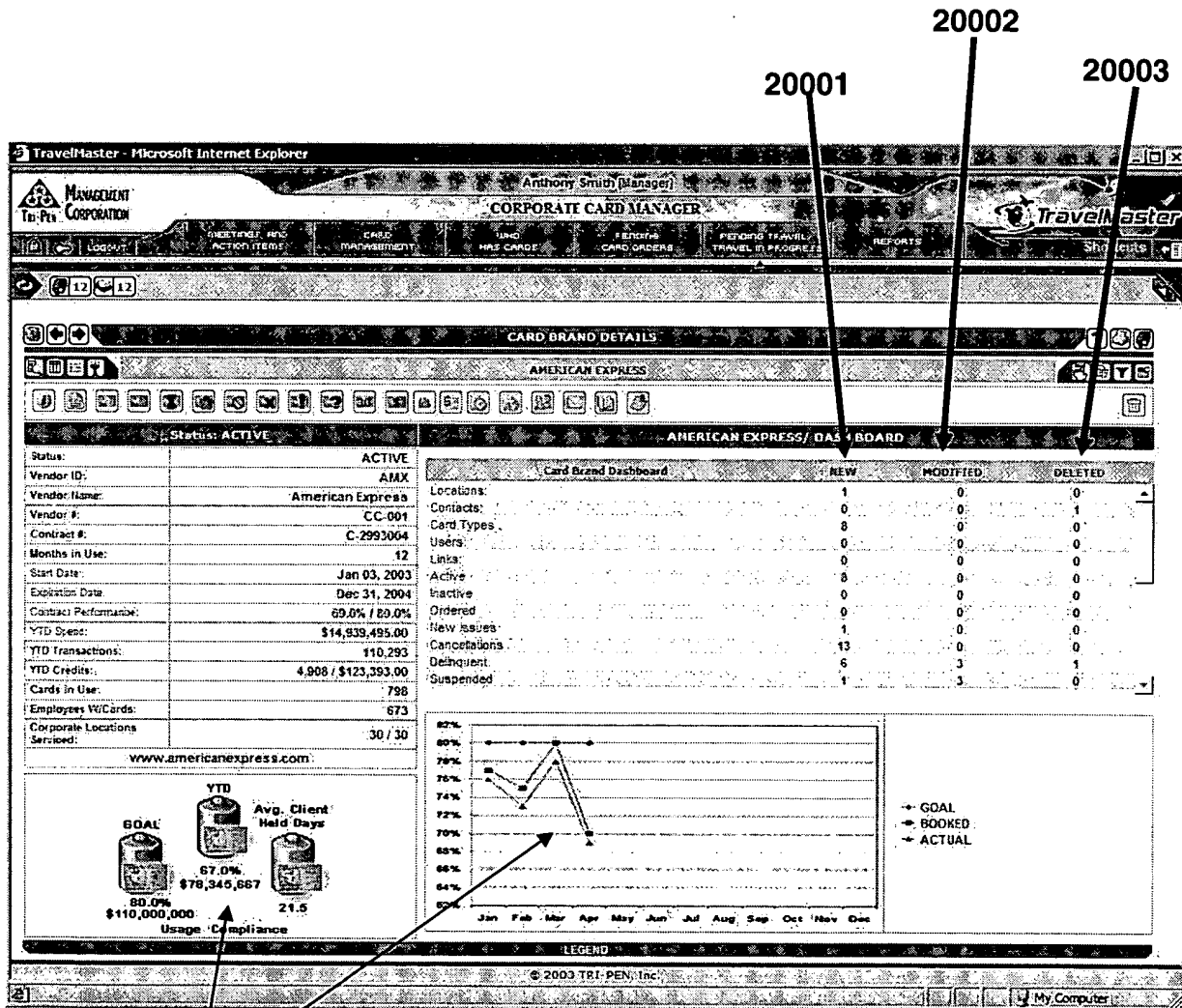
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My Computer

Corp Cards
Corporate Card Usage Summary
Corporate Cards
Meeting Cards
Declining Balance Cards
Guaranteed Cards
Central Billing Accounts
Policy Mgmt
Expense Reports
CM Tools

19001

FIGURE 20



20005

20000

FIGURE 21

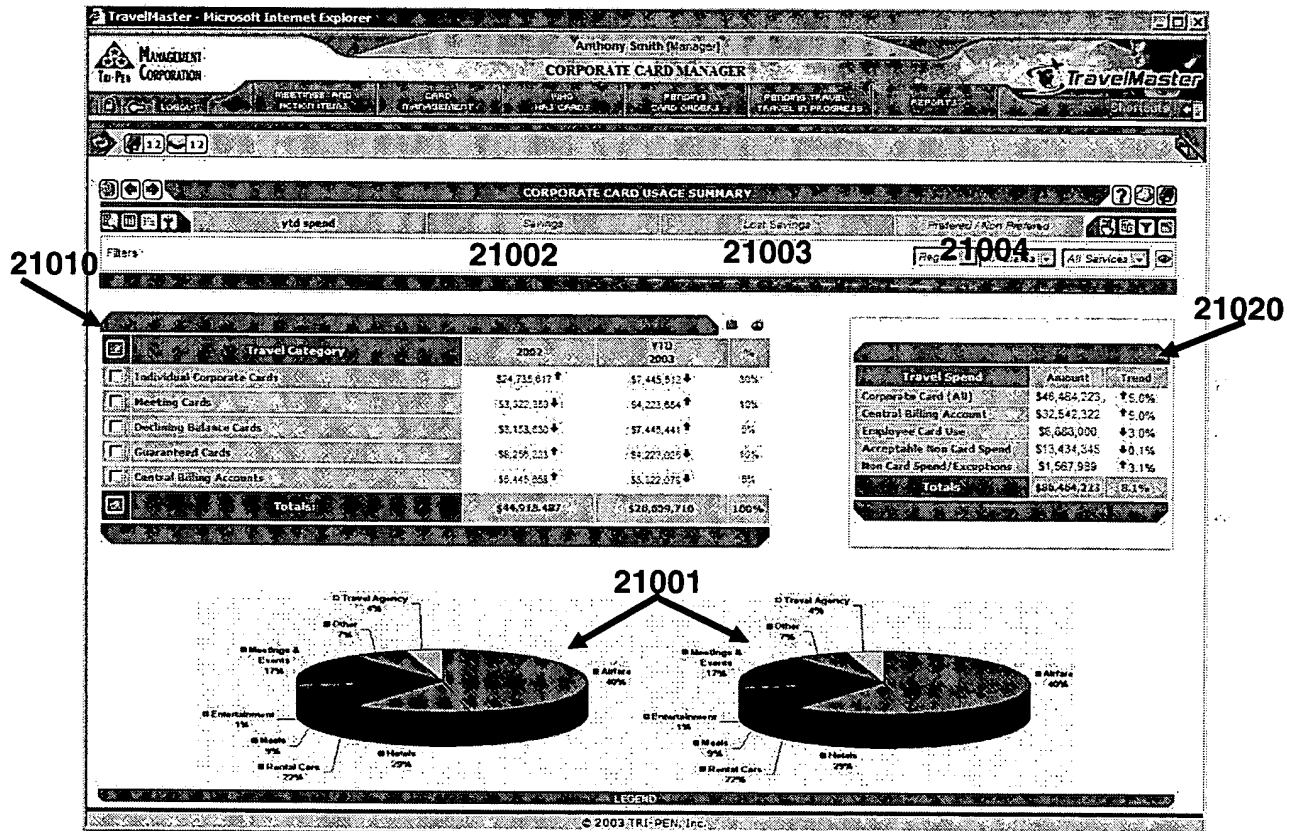


FIGURE 22

22001

TravelMaster - Microsoft Internet Explorer

Anthony Smith (Manager)

CORPORATE CARD MANAGER

TravelMaster

Logout

Corporate Travel Card Summary

Details for AMEX [3723-334747-11239]

Card Summary

Status: ACTIVE

Card: 3723-334747-11239

Supplier: American Express

Profit Center: PC-39945

Months in use: 32

Credit Limit: \$10,000.00

Primary Use: Travel

Terms: Net 30

Employee: TP-350036

Issue Date: Jan 03, 2003

Expiration Date: Feb 07, 2003

BLK: GL0030964

Issued to: Brenda Smith

Phone: (704) 222-3030

Division: Division 1A

Last Invoice: \$4,998.00

Liability: Personal or Corporate

15 Days
PAST DUE!
Please Pay Statement.

CARD USAGE SUMMARY

Scheduled: 2003 YTD

Trans Date	Post Date	Type	Description (Merchant Category)	Transaction Number	Amount
Mar 25, 2004	Mar 25, 2004	Sale	ENTERPRISE RENT CAR (Travel)	2424551FBNHGR0Y77	\$128.55
Mar 22, 2003	Mar 22, 2004	Sale	INTERCONTINENTAL HOTEL (Lodging)	2422370F3F3H4RNS	\$621.41
Mar 22, 2004	Mar 22, 2004	Sale	LUXOR HOTEL/CASINO (Lodging)	2421041F342F5UK08	\$145.51
Mar 22, 2003	Mar 22, 2004	Sale	US AIRWAYS (Travel)	0377491592301 (Travel)	\$912.89
Mar 22, 2004	Mar 22, 2004	Payment	PAYMENT - THANK YOU (Other)	7450010F3DE35S33	-\$357.00
Mar 22, 2003	Mar 22, 2004	Sale	MANDALAY-BAY SIDE BUFFET (Lodging)	243104DF342034902	\$40.01
Mar 21, 2003	Mar 21, 2004	Sale	LUXOR ATTRACTIONS (Lodging)	2421044UERMJOW431	\$44.80
Mar 21, 2003	Mar 21, 2004	Sale	LUXOR BUFFET (Dining and Entertainment)	242104F33DFD5SLTD	\$23.48
Total:					\$1,710.05

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FIGURE 23


23001

Report Name	Last Update	Reports	# Times Viewed
<input checked="" type="checkbox"/> Corporate Card Summary	Jun 23, 2004	3	0
<input type="checkbox"/> Air Booking Source Exception Report	Jun 23, 2004	2	23
<input type="checkbox"/> Delinquency History Report	Jun 23, 2004	9	12
<input type="checkbox"/> Industry Spending Summary	Jun 23, 2004	12	24
<input type="checkbox"/> Interim Summary Report	Jun 23, 2004	4	7
<input type="checkbox"/> International Spending Summary Top 3	Jun 23, 2004	5	5
<input type="checkbox"/> International Spending Summary	Jun 23, 2004	4	6
<input type="checkbox"/> Airline Credit Report	Jun 23, 2004	1	1
<input type="checkbox"/> Airline Spending Summary	Jun 23, 2004	18	10
<input type="checkbox"/> Total Traffic Report by Segment	Jun 23, 2004	3	0
<input type="checkbox"/> Air Booking Source Report	Jun 23, 2004	4	0
<input type="checkbox"/> Cardmember Activity Report	Jun 23, 2004	4	1
<input type="checkbox"/> Cardmember Listing	Jun 23, 2004	0	0
<input type="checkbox"/> Car Rental Spending Summary	Jun 23, 2004	3	0
<input type="checkbox"/> Lodging Spending Summary	Jun 23, 2004	5	0
<input type="checkbox"/> Monthly Issuance, Cancellation Report	Jun 23, 2004	11	22
<input type="checkbox"/> Corporate Express Cash, Travelers' Cheques	Jun 23, 2004	5	14
<input type="checkbox"/> Pre-Renewal Report	Jun 23, 2004	5	0
<input type="checkbox"/> Restaurant Spend Analysis top 2 states	Jun 23, 2004	5	0
<input type="checkbox"/> Spending Analysis Detail	Jun 23, 2004	17	12
<input type="checkbox"/> Total Traffic Summary By Carrier	Jun 23, 2004	7	12
<input checked="" type="checkbox"/> Totals			

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My Computer

FIGURE 24



MANAGEMENT CONSOLE

LOGOUT | Victoria Wolford [administrator]

1 CATEGORY MANAGEMENT

2 USER TYPES (ROLES)

3 USER MANAGEMENT

4 COMMUNITY MANAGEMENT

1 USER MANAGEMENT - Users Listing

add user

Filters

User name:

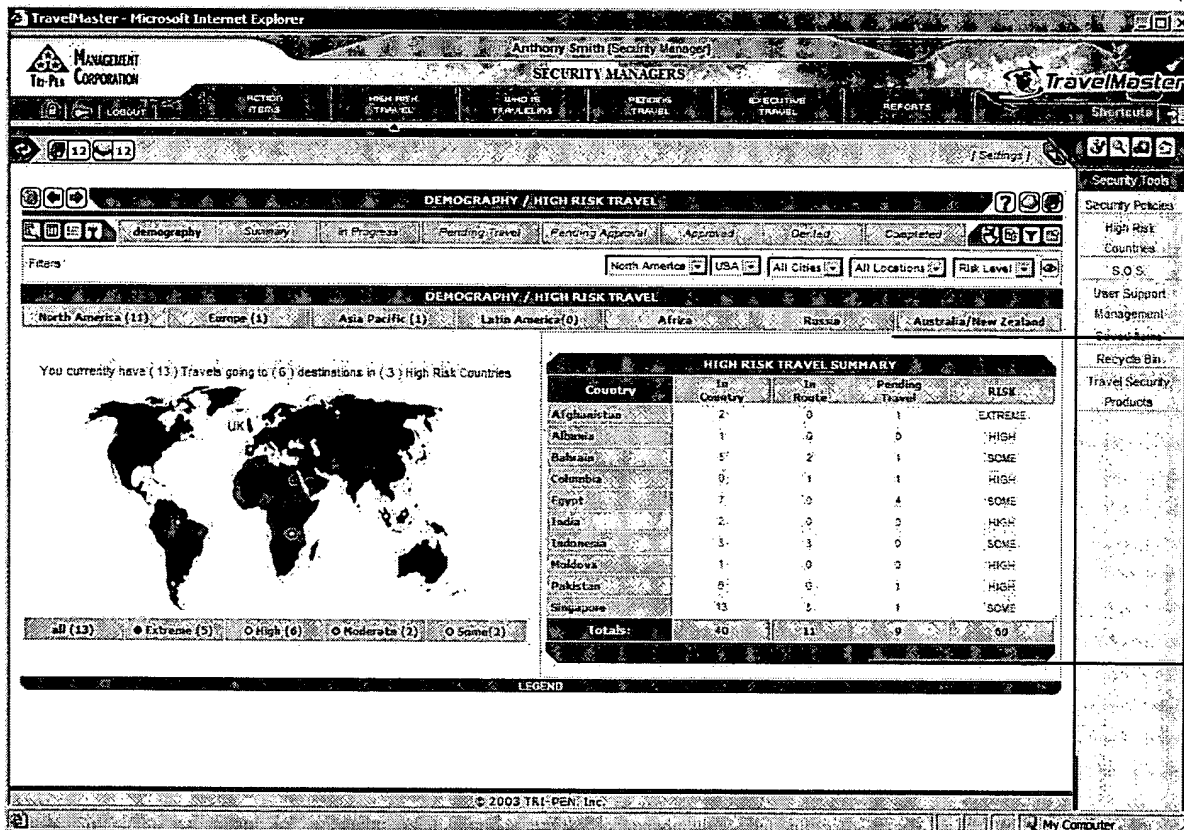
User role: Role1

Company: L3Comm

Name	Roles	Last login	City/State	Phone	E-mail	Controls
User1	L3Comm	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
	Role1					
	Tri-Pen					
User2	L3Comm	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
	Role1					
	Tri-Pen					
User3	L3Comm	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
	Role1					
	Tri-Pen					
User4	L3Comm	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
User5	Tri-Pen	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
User6	Tri-Pen	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
User1	Tri-Pen	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>
User1	Tri-Pen	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/>

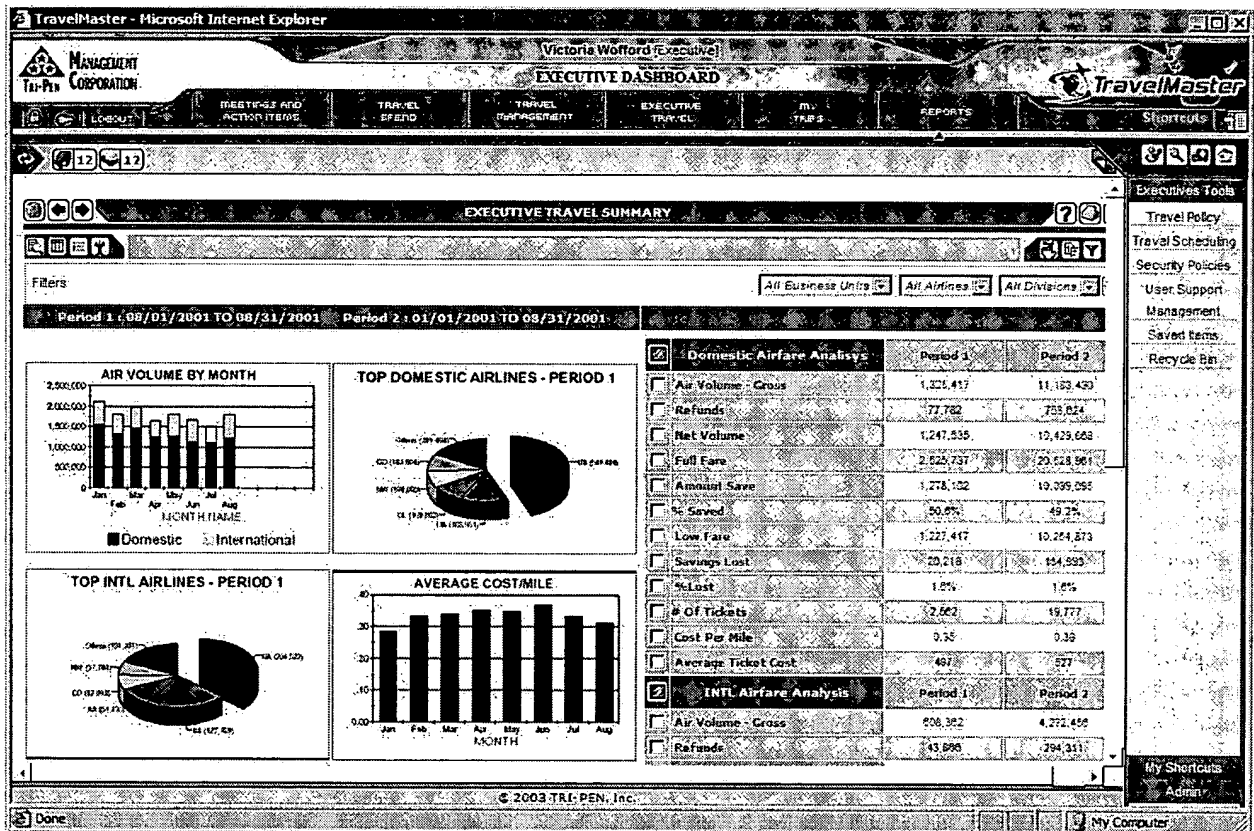
24001

FIGURE 25



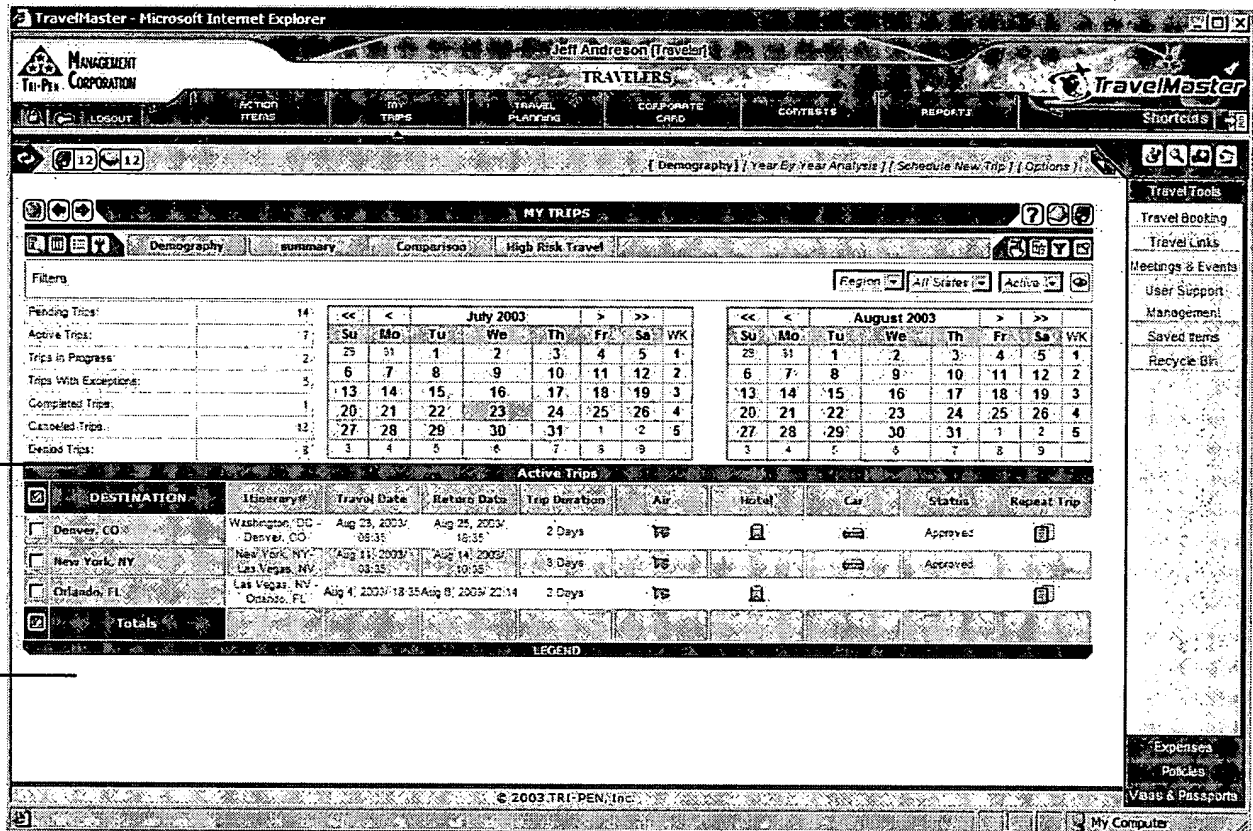
25001

FIGURE 26



26000

FIGURE 27



27001

FIGURE 28

TravelCommander™

File Edit View Format Help

Victoria Woodford - Online

Messenger Travel Counselors Contact List

28003

Name	Phone	Location	Title
My Contacts - 4/12			
John Smith	(509) 555-1212	Orlando USA	Marketing
Ashton R. Adams	(509) 555-1212	Denver USA	CTO
Tim Whitaker	(509) 555-1212	London UK	Sales
Christian Johansson	(509) 555-1212	London UK	Agent
Doyal Bryant	(509) 555-1212	London UK	Agent

28001

- My Agents - 9/22
- Travel Policy / Approvals / Booking / Management - 9/22
- Security Policy / Health / Safety - 9/22
- Corporate Card Policy / Management - 9/22
- Program & Project Management / Budget Estimating - 12/34
- Administrative Staff / Travel Assistants - 10/31
- Visa's & Passports - 7/21
- Travel Suppliers / Support - 2/10
- Expense Reporting - 4/9
- RFP Management - 9/13

Travel Policy Exceptions

(2) (4) (0) (0) (0) (1) (239) (7)

System Notice

28002

Figure 29

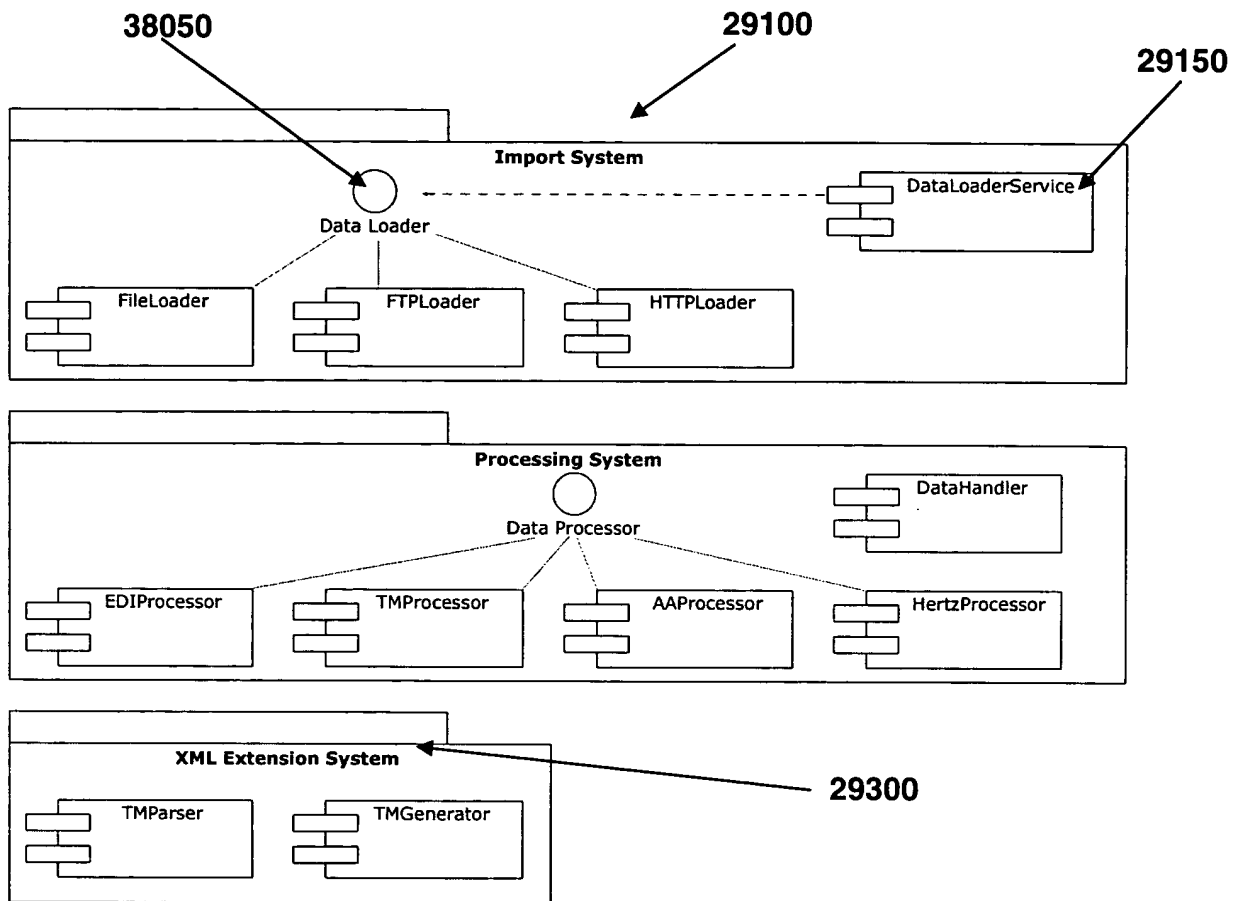


Figure 30

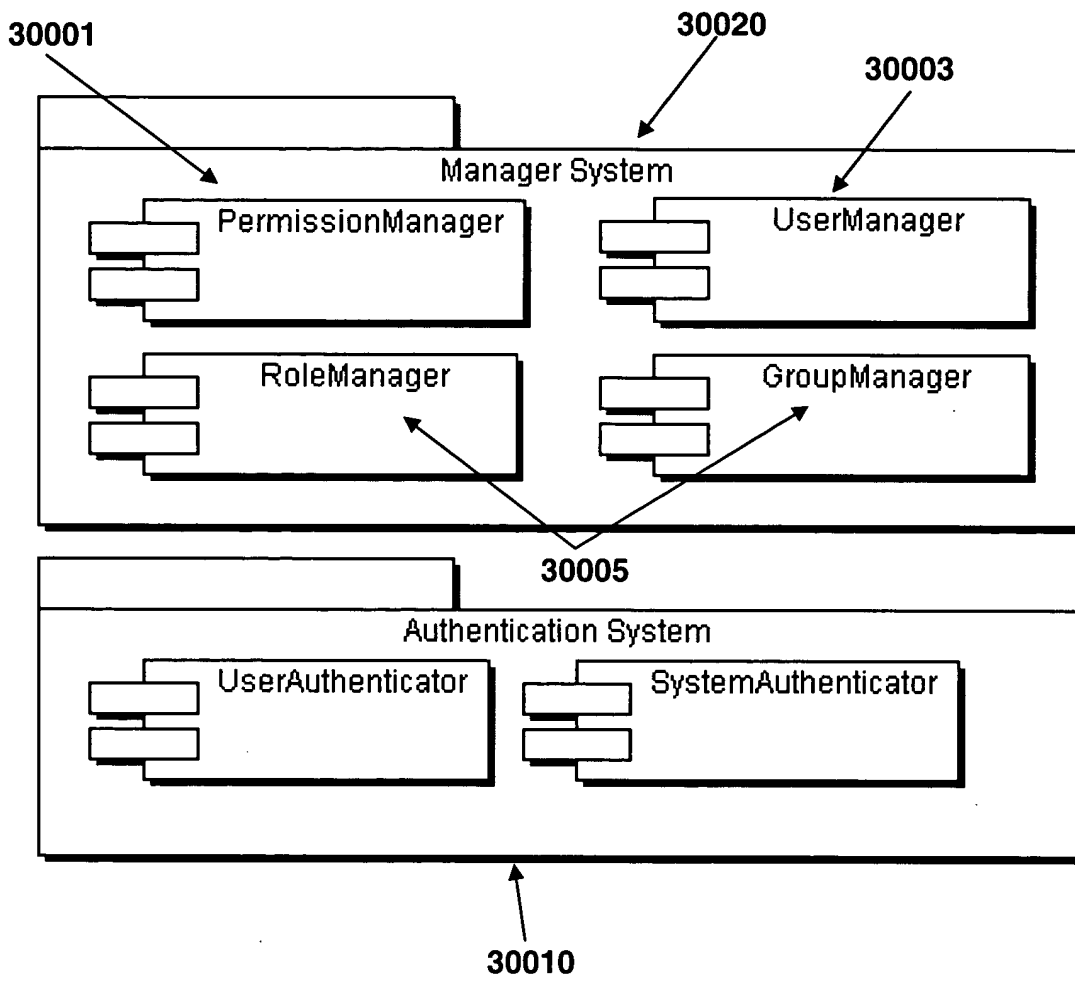


Figure 31

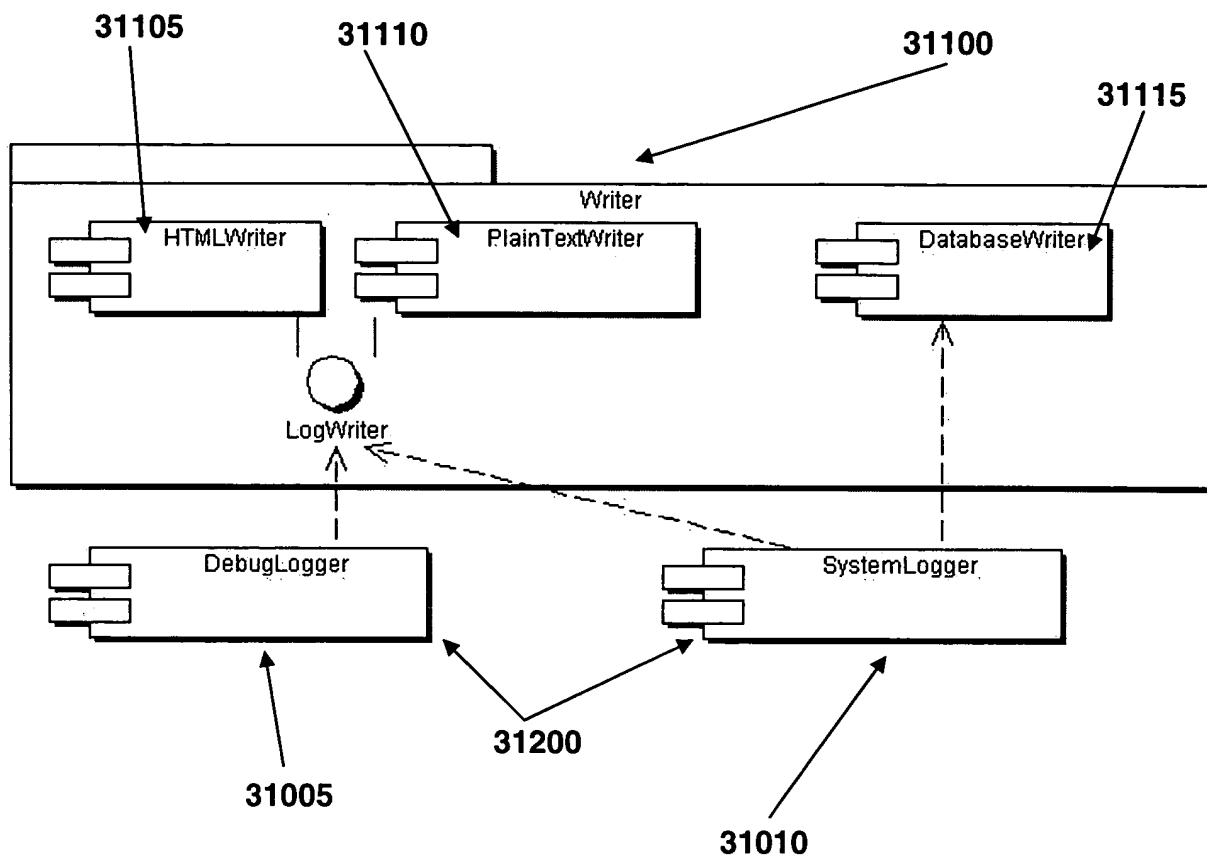


Figure 32

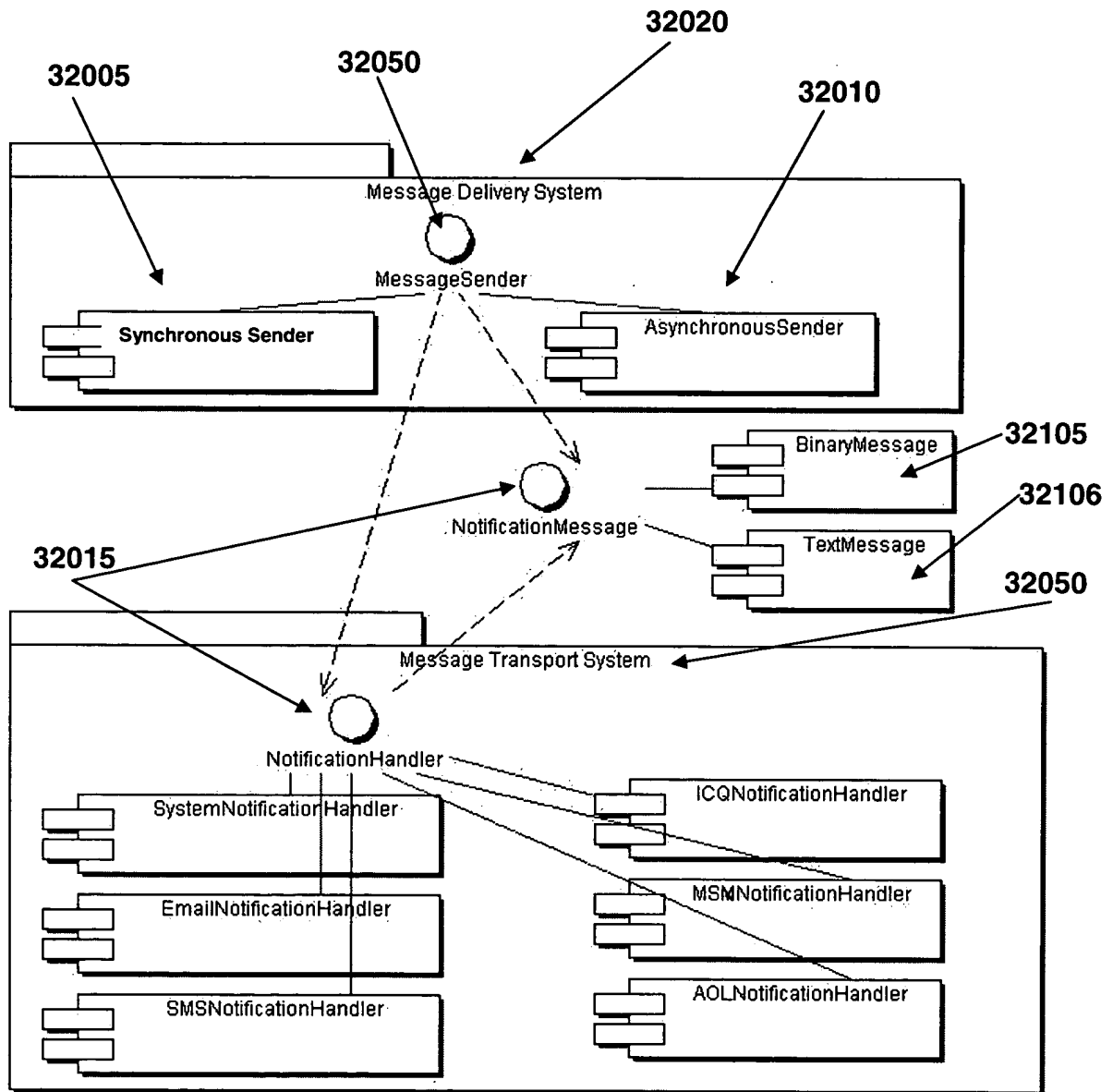


Figure 33

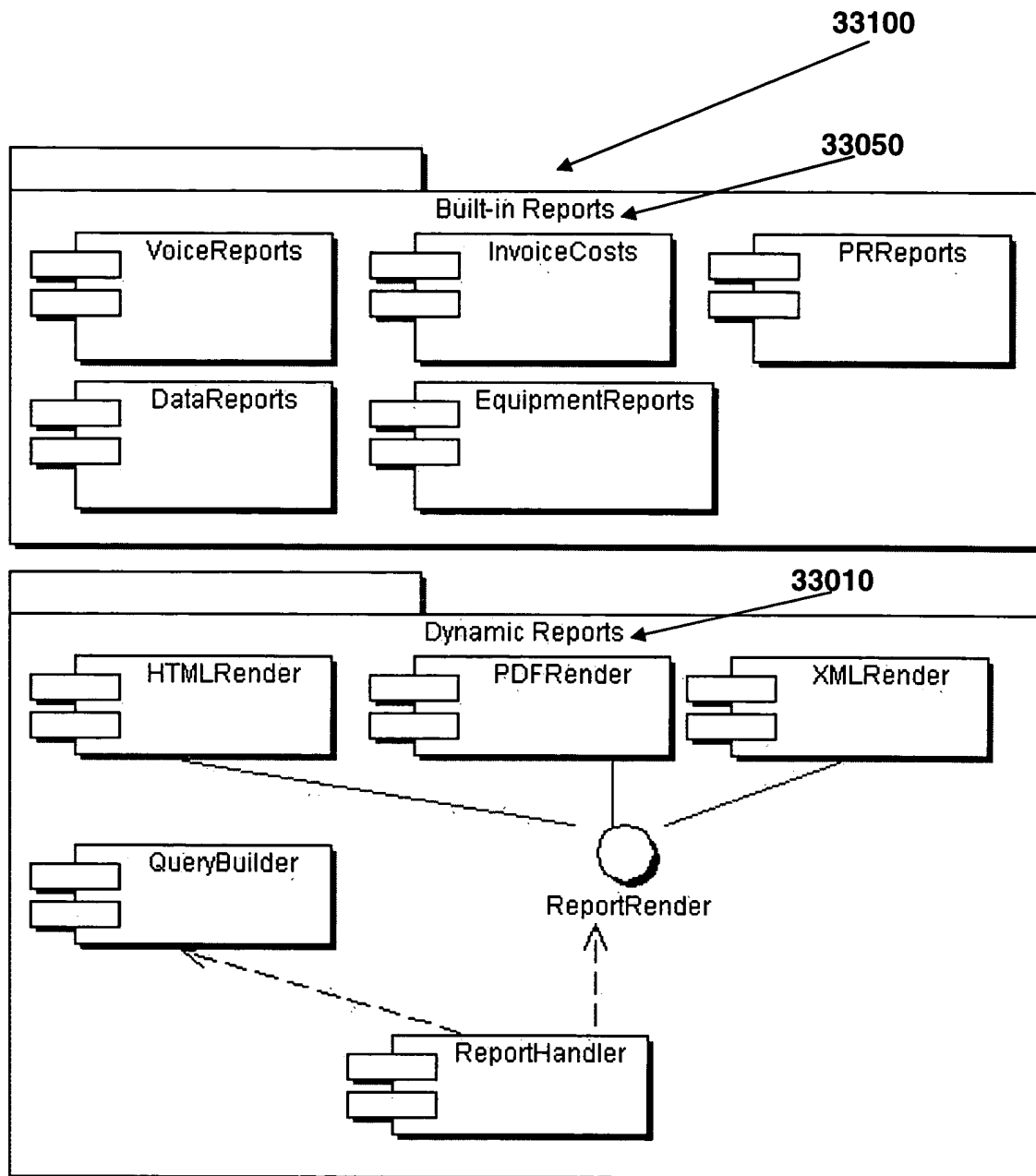


Figure 34

The screenshot displays the TRI-PEN Management Corporation Hotel RFP web application. The header features the company logo on the left and the text "Hotel RFP" on the right. A navigation bar below the header includes links for Home, Our Clients, Estimated Rooms Nights, and F.A.Q. A left-hand sidebar contains a menu with options: Search RFP, RFP Reports, RFP Letter, Users Management, Load New Specification, NBTA Fields, My Account, and Logout. The main content area is divided into two sections. The top section, titled "Hotel Information", shows details for "Hotel Test 111 Any Town Suite 300, Gaithersburg, United States of America" with email "ejmartinez@tri-pen.com". It includes a table of "Average Rates" with values 27.5, 25, 25, and 50, and a status of "SUBMITTED". The bottom section shows details for "Hotel Test Property 2 243 Maple st, Germantown, United States of America" with the same email, a similar "Average Rates" table, and a status of "SUBMITTED". Each section has a row of icons (document, thumbs up, thumbs down, and a hand) for document management.

View	Approve	Decline	Renegotiate	Hotel Information				
				Hotel Test 111 Any Town Suite 300, Gaithersburg, United States of America ejmartinez@tri-pen.com				
				Average Rates	27.5	25	25	50
				Status: SUBMITTED				
				Hotel Test Property 2 243 Maple st, Germantown, United States of America ejmartinez@tri-pen.com				
				Average Rates	27.5	25	25	50
				Status: SUBMITTED				

34100

Figure 35

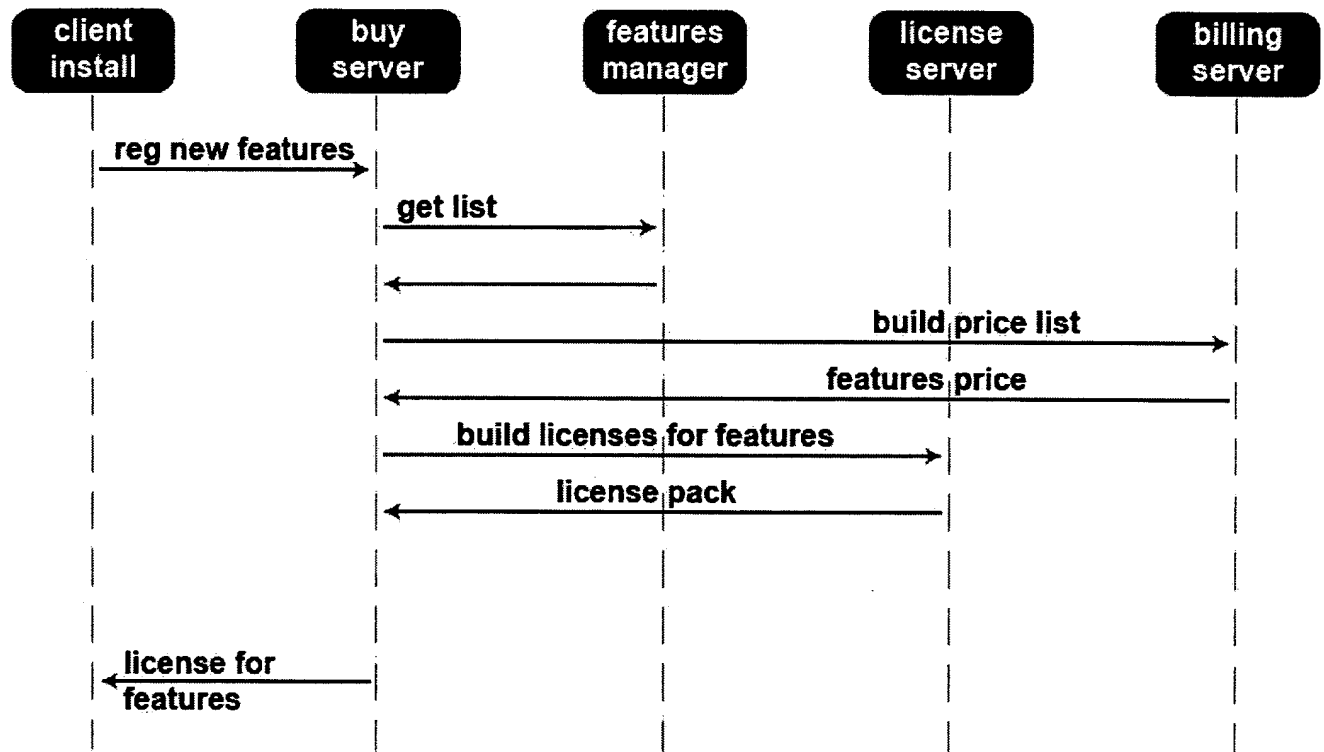


Figure 36

Database Diagram

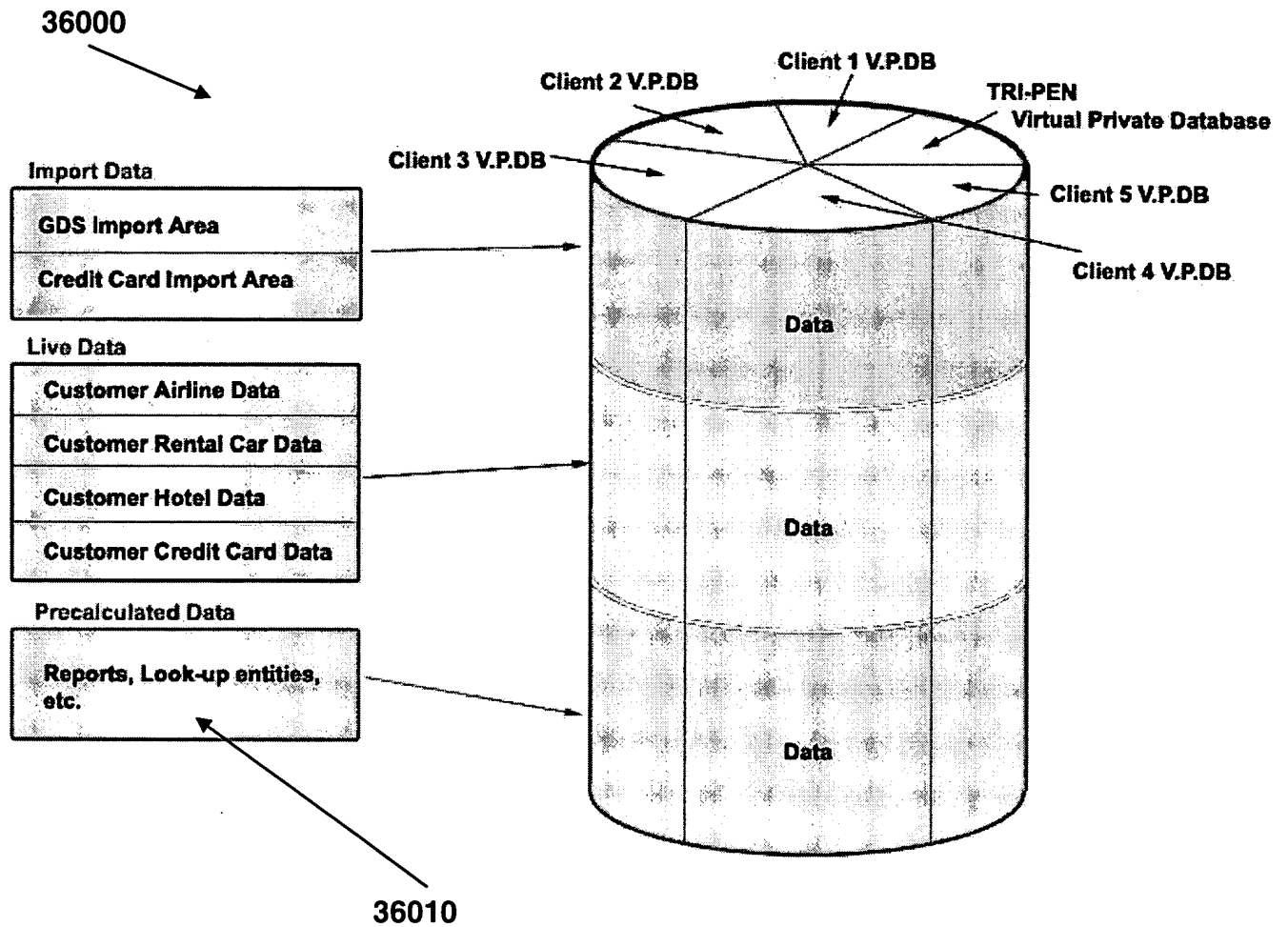


Figure 37

Pass Through of Direct Commands Within GDS

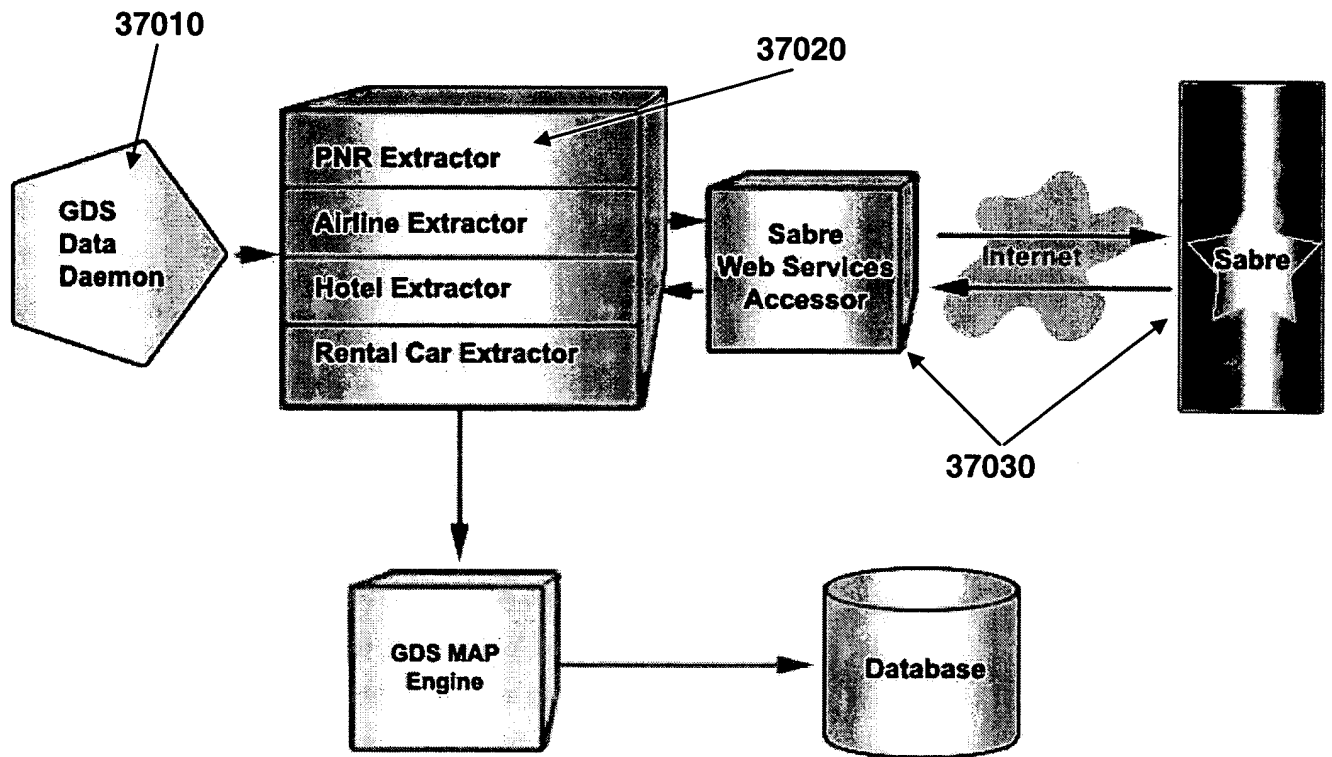


Figure 38

Import System / Processing System / XML Extension System

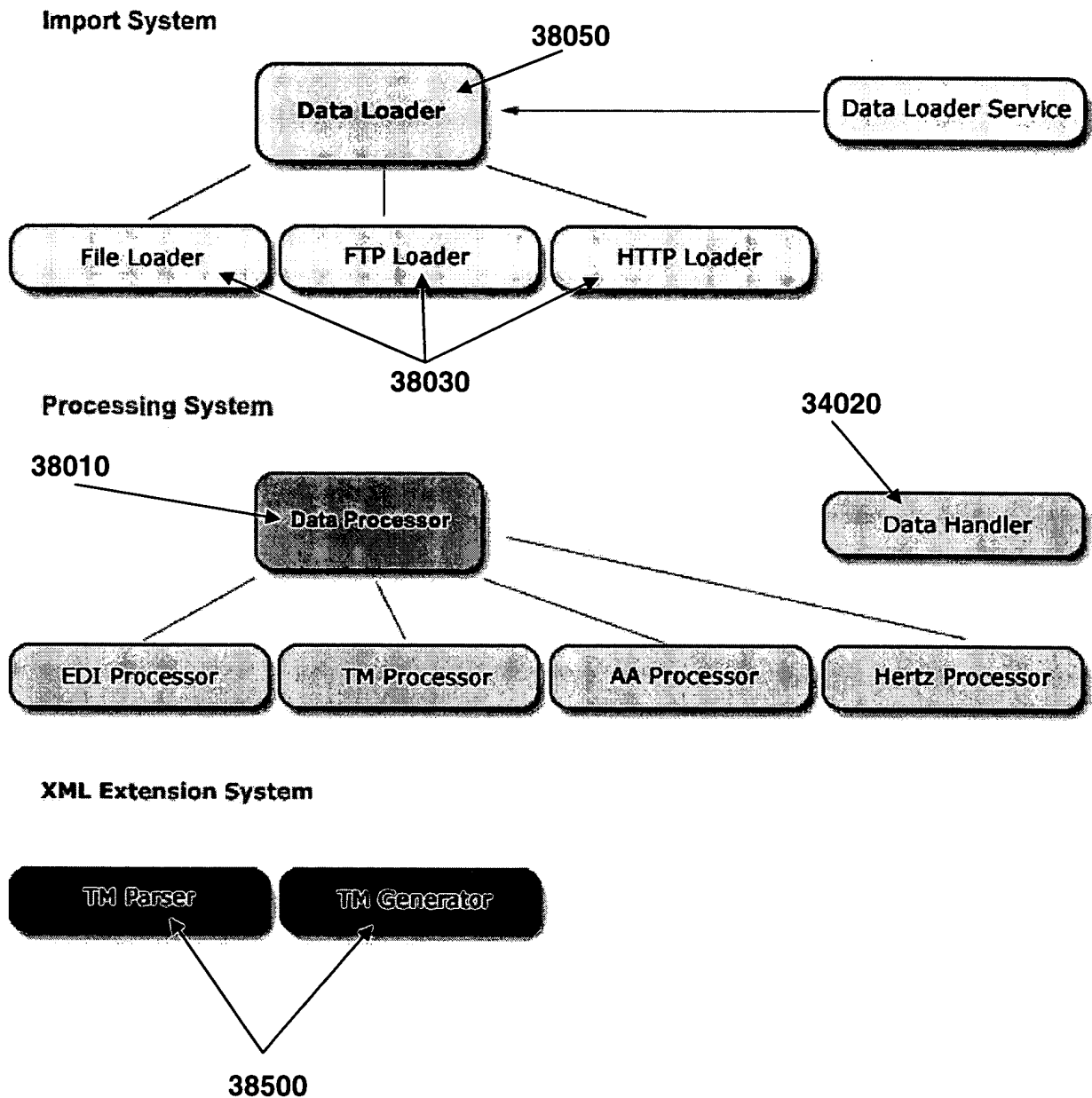


Figure 39

Layout Manager

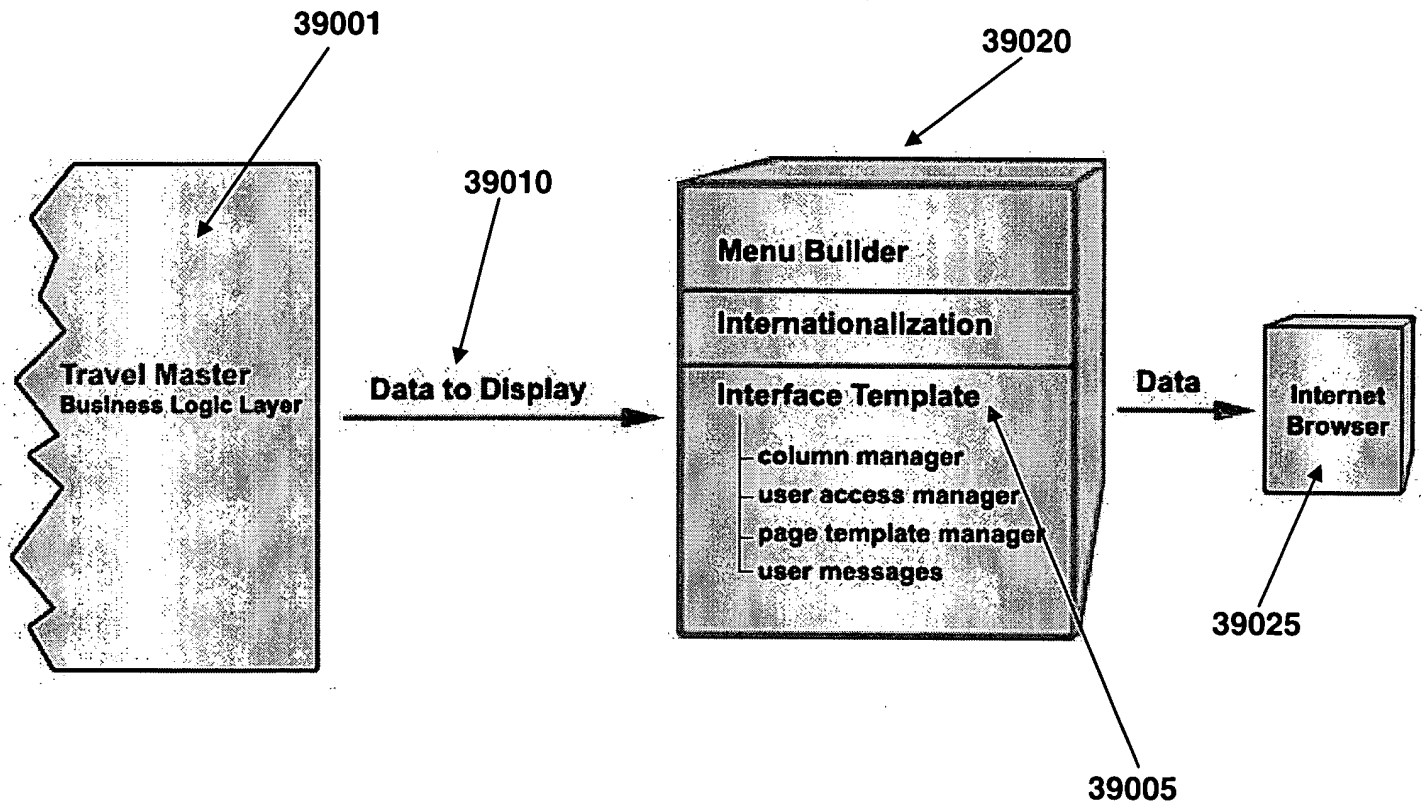


Figure 40

License Manager

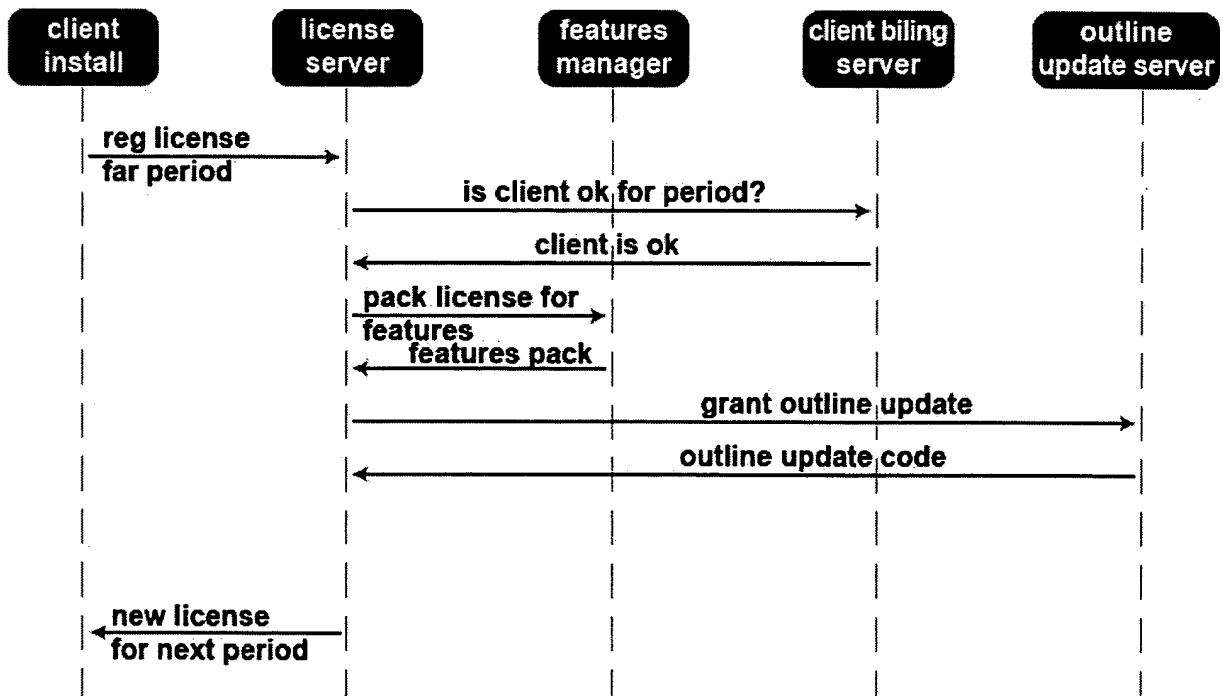
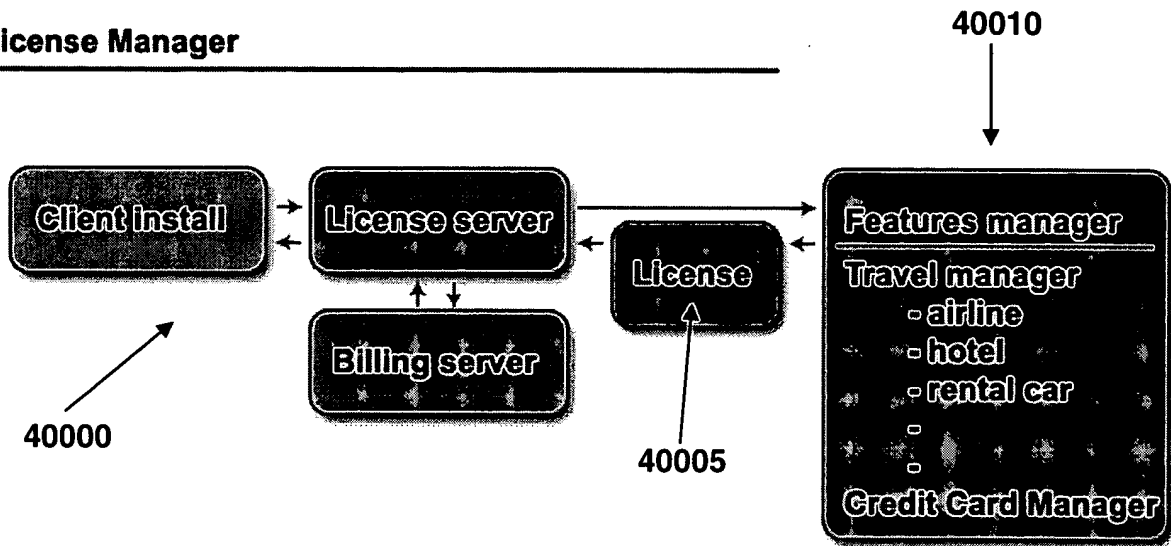
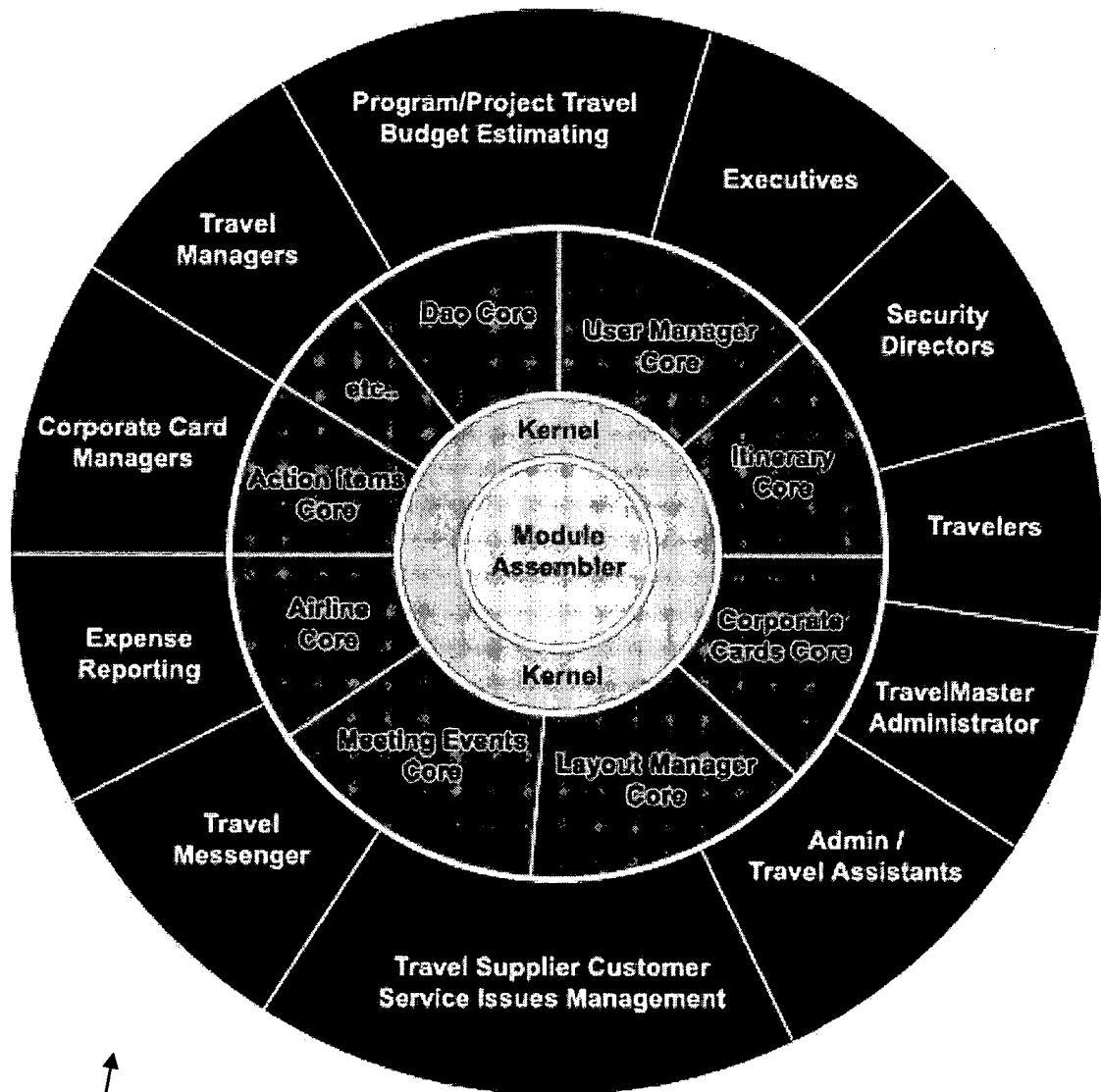


Figure 41

Plug In Manager



41010

Figure 42

Pre Travel Process

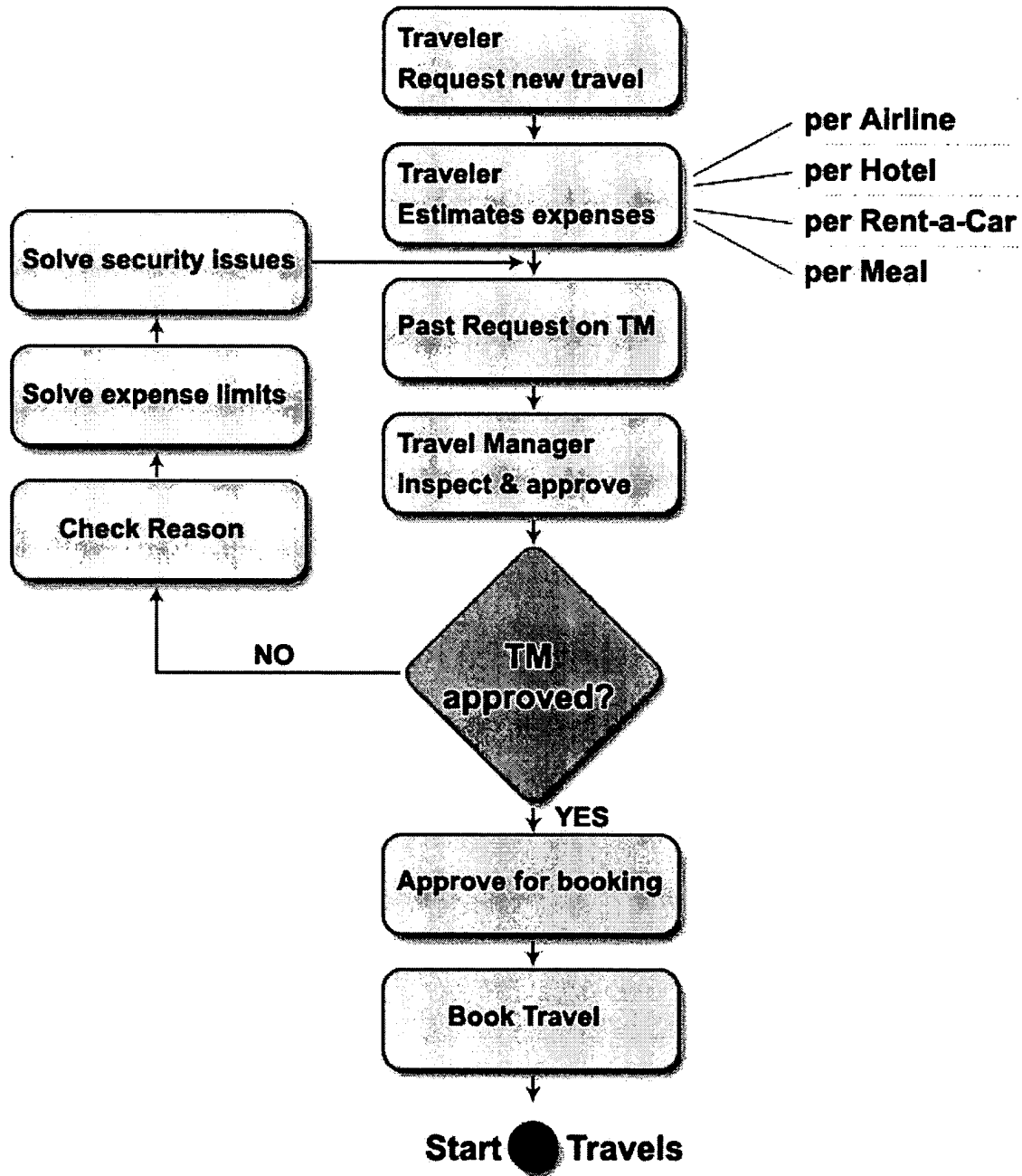
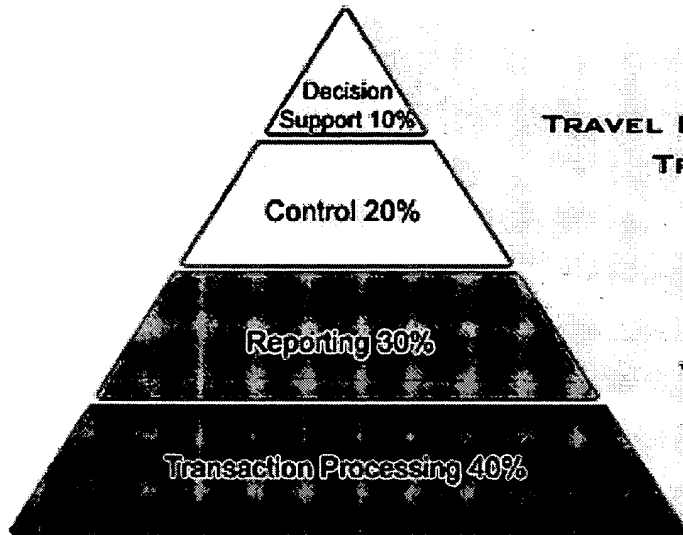


Figure 43

Total Travel Cost Management (TTCM) Cost Reduction

CURRENT

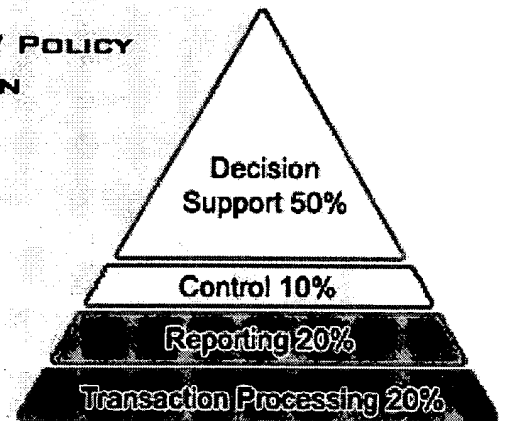


**TRAVEL MANAGEMENT / POLICY
TRANSFORMATION**

**PROCESS
REDESIGN**

**VALUE ADDED
SYSTEMS
Integrated
Travel Data**

POTENTIAL



COST REDUCTION



Figure 44

Web Based Portal Entry to the TravelMaster System

